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ABSTRACT

This study had four major goals: the analysis of resources and services of existing libraries in state agency offices in the Albany area; identification of successful services provided by other state libraries that might be adaptable to the needs of New York State; an assessment of the range and variety of current New York State Library services to personnel employed in state government; and identification of areas for more systematic and complete assessment of information needs to assist in the planning of resources and services of the state library in its new quarters. Context for the study is provided by a literature review on recent activities of state library agencies; a description of the current organization and functions of the New York State Library; and discussion of some common characteristics of successful programs in five other state libraries. Recommendations include the formation of an interagency committee to work with the state library in planning and networking; the establishment of an office in the state library for coordination and development of special services; the experimental implementation of several levels of on-site agency services; and further in-depth research to define and classify the information needs of state agencies. Questionnaires, tabulated survey results, and a directory of state agencies in the Albany area are appended. (BBM)

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MEETING THE INFORMATION NEEDS OF STATE GOVERNMENT IN NEW YORK

A SURVEY AND REPORT

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PREFACE

This study was initiated specifically to address a problem in New York State, but one which we believe to be of national significance. The scope, complexity and impact of state government has grown dramatically in recent years. Like so much of the rest of society, the decisions and actions of state government have become increasingly information dependent. This study addresses, in a preliminary way, the problem of developing information systems adequate to the needs.

Since both the State Library and state government are dynamic institutions, a number of changes have taken place since the completion of data collected for this study. Two are direct outgrowths of the study: the publication by the State Library of Information Resources of Selected New York State Agencies, which was based on information collected in the course of the study; and the formation of the New York State Interdepartmental Information Group, which grew out of a workshop sponsored by the State Library to present the draft conclusions of the study. The latter group, whose members are librarians and others interested in information services to state government, has served as a vehicle for interagency communication, and is undertaking a pilot study to improve the control and availability of agency publications. In addition, the Library has undertaken a program of expanded service to the Legislature, including the appointment of a Coordinator of Legislative Services, the establishment of an advisory committee of Legislative research staff, the development of a statistical and performance evaluation system for Legislative services, and the initiation of orientation and "outreach" programs for Legislative users. While limited to Legislative service, all of these activities may be regarded as models for a system of improved information services to other components of state government.

Many thanks are due to the hard working consultants and staff whose collective efforts produced the attached report.

Edwin Albrecht
Peter Paulson

Albany, N.Y.
September 1976

CHAPTER I INTRODUCTION

In recent years, the size, complexity, pervasiveness and burgeoning growth of the Federal government has been a prime focus of the nation's news media, and it, consequently, has captured the attention of the general public. A similar expansion has occurred at the level of state government, but without as much commentary or analysis by the press. The fact that from 1959 to 1973 the number of state employees in New York grew from 90,000 to 185,000 is a somewhat startling statistic in itself. However, when the broadened scope of responsibilities, services, and agency functions are considered, the changing nature and importance of state government is even more impressive.

As with the federal government, state governments have responded to the needs of a population beset by accelerating technological, social, economic, cultural, and political change. Thus we have state agencies, commissions, committees, bureaus, councils and departments whose responsibilities and concerns range from atomic energy to drug addiction treatment, and from medical care to the aged to the development of the arts. This expanding scope of interests has meant that the business of state government, in all its facets, requires an expanding variety of information sources and services. Like the rest of society in this post-industrial era, state government has become heavily information dependent.

In New York State, as elsewhere, the State Library is charged with the responsibility of providing the information services necessary to satisfy the needs of various elements of state government. In the past, these services were more or less restricted to the acquisition, organization and storage of large collections of materials, in a location convenient to the components of the state government. A variety of services designed to aid the individual state employee in the use of this mass of material has also evolved during the last century. However, while the collections of material have paralleled the growth of government in size and complexity of formats--from pamphlet to computer data base--the distances between the library and potential users of this material have also increased. Furthermore, as these collections have increased in size, scope and value, they have become more difficult to use.

The construction of the Empire State Plaza will restore a measure of close proximity to the various elements of New York State government. When the Plaza is completed and fully occupied, a greater number of state government functions will be concentrated in a relatively small area, an area which will also contain the main material collections and services of the State Library. These new Library quarters will permit greater flexibility in the organization of services and collections, and will allow for more consideration of the user.

The New York State Library is scheduled to move into new quarters during 1977. The move to new quarters offers an opportunity which will not occur again in the near future, and each department, collection, and program of service is being reviewed and re-examined in terms of its purpose, scope and function. This review provides the basis for developing the physical and organizational relationships which will give concentration and focus to services to state government. The present study represents a portion of this larger re-analysis of the State Library.

The first of the four distinct but related goals of this study has been an analysis of the resources and services of existing libraries and other information sources in state agency offices in the Albany area; specifically, to assemble data on budgets, space, staffing, collections, and services. Until this present effort, no systematic analysis of the growth and development of these state agency centers and services had ever been undertaken. The results of this survey are reported in Chapter V. The development of recommendations for better coordination of resources and services between the State Library and these agency libraries and information sources is the objective to be derived from this goal.

A second goal of this study focused attention on the organization patterns and programs of service provided by other libraries throughout the country whose responsibilities are similar to those of the New York State Library. The specific objectives of this portion of the study were to identify innovative and successful services provided by other libraries that may be adaptable to needs and circumstances of New York State.

A third goal of the study consisted of a systematic assessment of the range and variety of current New York State Library programs of service to personnel employed in any capacity in state government. In order to accurately identify those aspects of the New York State Library which required strengthening, re-organizing or phasing out, it was necessary to analyze the existing library services. This analysis was intended to identify rather than evaluate these services. It includes a study of direct services to individuals as well as indirect services provided to agency and other departmental libraries.

A significant element in developing any plan for the delivery of information services is the identification of information needs. Not only must we learn what information is needed, but also when it is needed, and what form is most appropriate for individuals serving different functions. This question was not the main focus of this study, and funds were not requested for an in-depth analysis of needs. However, an effort has been made to identify areas where more systematic and complete assessment of information needs could be undertaken at a later date, while obtaining enough information to assist in the planning for immediate organization of resources and services in the new library building. This effort may be described as the fourth goal of the study.

A variety of methodologies have been employed to collect and analyze the data for this project. Data collection regarding existing information resources and services in New York State agencies began with the identification of the agency libraries, librarians and supervisors of resource collections through reports, directories and personal queries. This was followed by a letter to agency heads inviting library and resource collection supervisors to a one-day workshop. The workshop was designed to enable the survey team to describe the purposes, scope, objectives and methodologies of the study (Appendix II). In addition, group discussions enabled participants to react to the proposed methodology of the survey and to present ideas and suggestions to be incorporated in the recommendations and conclusions of the report. A second approach to the collection of data regarding the existence, scope, and objectives of agency libraries was the development of a questionnaire sent directly to the supervisors of the library or resource collection (Appendix III).

The identification of innovative services in other states began with a literature search, followed by a short questionnaire (Appendix I). An analysis of the returns determined which state libraries would be subsequently visited.

Data collection for an indication of information needs of state government personnel was limited to those agencies with significant offices in the Albany area. Initially, letters (Appendix IV) were sent to the heads of these agencies requesting that a person be designated to serve as liaison with respect to various data collection aspects of the project. These designees, who varied greatly in rank and responsibility within the agencies represented, were invited to attend the initial workshop mentioned above. The workshop was followed by a questionnaire to the designees (Appendix V), incorporating some of the same queries as that sent to agency library personnel. This questionnaire was followed by personal interviews with designees in selected agencies.

Following a preliminary analysis of the data collected from the workshop, questionnaires and follow-up interviews, a second workshop was held for agency representatives and library personnel (Appendix VI). This workshop was designed to inform the participants of the tentative findings, conclusions and recommendations of the study. In addition to the opportunity to inform the participants of the progress of the study and to receive suggestions and comments, this second workshop provided the participants with an opportunity to share ideas, common problems, and possible solutions. Before the meeting concluded, the participants had taken an initial step toward the creation of an organization, and had established a time and place for a subsequent meeting. The purpose of this organization is to formalize procedures for meeting and dealing with common problems and interests.

A list of agencies representing the data base for appropriate parts of this study is included in Appendix VII.

CHAPTER II LITERATURE REVIEW

The literature on the activities of state library agencies during the past ten years has been more concerned with statewide library development and extension services than with other functions. This is not surprising in view of the passage of the Library Services Act of 1957 with the attendant influx of federal funds to support this type of development. A similar bias was observed by Ralph Blasingame in a survey of library studies between 1965 and 1969, based on an ERIC bibliography (ED 031 609). He reported that only seven of the eighty-nine studies listed were concerned with services to state institutions (none specifically with services to state government) while two thirds were studies of public libraries. (State and Regional Library Studies, p. 4-5)

The function shared by all state libraries today (Brahm, "State Libraries," p. 87) and the original function of most, that of providing services to state government, received little publicity before the publication of the Standards for Library Functions at the State Level in 1963 and the revised edition in 1969. A survey carried out in 1961 and 1962 by the Association of State Libraries of the American Library Association was reported by Dr. Phillip Monypenny in The Library Functions of the States. This showed a wide variety of provisions to supply services to legislative, executive and judicial branches of state government with varying degrees of coordination between law libraries, historical societies, archives, departmental libraries, and general library agencies.

Direct services to state government is one of three broad areas of state library defined by the Standards. It is recommended that this function, together with those of developing resources and services and providing consultant services over the state, should be staffed by qualified personnel. Activities should be coordinated at the state level through cooperation and consultation with specific division of responsibilities. State library functions should be centralized as much as "possible under state law and tradition." (Nelson Associates, p. 9)

William Summers describes the Standards as an idealized description of a government function, less an action plan than a "shopping list approach to program building," a descriptive rather than a prescriptive approach in an under-researched field. He sees the critical problem as fragmentation in many if not all states, with functions spread among a number of agencies. (p. 102-4)

Various aspects of library functions at the state level have been discussed in journal articles, including the goals of state libraries, leadership at the state level, and the role of the state library in the political scene. Walter Brahm points out that modern living will require more, not less, state government, with expanded governmental functions and more employees. He predicts that new departments, which may find themselves separated by geographical and/or building location, will require increased information services, stimulating the growth of more departmental libraries with little hope of the centralization recommended by the Standards in the next twenty years. ("State Libraries," p. 87-103)

Obstacles faced by state libraries in meeting the standards for services to state government were identified by Nelson Associates in 1967 as organizational, structural, statutory, and financial. (p. 9) The authors of the Nelson Associates survey are in agreement with Monypenny and Brahm that the key to improved services lies in improved staffing rather than in increased collections. They do not suggest proposals for the implementation of coordinated services, but recommend that state libraries do research on long-range serious questions to determine what programs will provide the best services for their own communities. (Nelson Associates, p. 18)

The literature at the general level, then, is more concerned with diagnosis than cure, and, like the Standards, more descriptive than prescriptive.

Reports, articles and studies on service to state government at the level of the individual states are largely descriptive of existing services and more frequently found in their own publications. Often mentioned are special legislative reference units and legal services offered by state law libraries. Recognition of departmental libraries is rare, even in reports from states like California, which has organized libraries in all of its major departments. (Monypenny, p. 12) Even then, few clues are offered as to their working relationships with the state library agency.

A survey carried out for the Association of State Library Agencies (ASLA) by Donald Simpson in 1973 is a rich source of information about the twenty-nine state library agencies which are included in the final report. The questionnaire on which the survey was based consisted of fifteen open-ended questions. Given the differences in terminology used by the respondents and varying interpretations of questions depending upon the particular state (special services in one may be considered routine in another), it is sometimes difficult to define the services and their degree of importance in the over-all structure. In any case, the information is primarily enumerative.

Table 1 demonstrates some of the forms taken by services to state government, including different approaches to meet similar needs. This is by no means a definitive summary; some states offer more services or more complete services than can be included here and, in many cases, the

the State Library works in conjunction with other state agencies, e.g., an autonomous law library, which are not indicated in the survey report.

The twenty-nine respondents to the ASLA survey indicated that 83% of these state libraries consider services to state government as one of their major functions. Legislative information is a high priority. A total of 72% of the states report services as represented under the following categories: special reference library facilities (38%), legislative reference services (31%) and legislative research (3%).

Reference services are provided to state agencies and officials by 62% of these libraries. A depository function for state documents is assumed by 55% of the reporting libraries, and 52% offer consulting services to state institutions, e.g., prisons and hospitals.

Services to the judicial branch, legislature and other agencies requiring legal information are provided by a law library incorporated in the state agency as a branch or division in 28% of these states.

Other services to agency and departmental libraries are reported as the availability of special collections and research library facilities (17%), cooperation with agency libraries (17%), and consulting services (8%). Centralized processing (10%), centralized purchasing (3%), and audio visual production (3%) are services less widely available to agencies.

Responsibility for the preservation of historical records is a role of 31% of the reporting libraries, while 24% act as distribution agents for state documents. Direct library services to state institutions are provided by 17%.

Less frequently provided services include records management service for state government (7%), the publication of checklists of state documents (7%), current awareness services (7%), the indexing of state publications (3%), and a computerized, on-line bill status service (3%).

In the ASLA survey, only New York State listed services to state government as a major emphasis in library development. However, studies for the state libraries in South Dakota, Ohio and Indiana do indicate a growing concern and offer recommendations for the implementation of programs in this area.

Michael Jackley, in a 1965 analysis of the functions of the South Dakota Library Commission, opted for greater centralization. His recommendations take the form of central purchasing of library materials with those appropriate to departmental libraries being placed on permanent loan with the department library as a branch of the central agency. Better access to materials held by archives, history and law would be promoted by closer coordination with these agencies and the central library. Those agencies of state government whose major function is research, such as the Legislative Research Council, should be housed with the State Library on the Capitol grounds. (Jackley, p. 92-116)

TABLE I

Services to State Government as Reported by the 1973 ASLA Survey

Services Reported	Number of States (N=29)	% of N
Services to state government recognized as major function	24	83
Library services (unspecified) to state government	6	21
Consultant services to state agency libraries	8	28
Research library for state agencies	4	14
Special collection for state agencies	1	3
Cooperation with agency and departmental libraries	5	17
Reference services to state agencies and officials	18	62
Centralized purchasing for agency libraries	1	3
Centralized processing for agency libraries	3	10
Audio visual production and direction for state agencies	1	3
Legislative Reference Library	11	38
Reference services to Legislature	9	31
Special Administrative and Legislative Library	2	7
Legislative research	1	3
Computerized, on-line bill status	1	3
State Law Library as part of State Library	8	28
Current awareness services	2	7
Depository for state publications	16	55
Depository for historical records	9	31
Distribution of state publications	7	24
Index of state publications	1	3
Published checklist of state documents	2	7
Records management service for state government	2	7
Consultant services to state institutions	15	52
Library services to state institutions	5	17

States reporting: Arizona, Arkansas, California, Florida, Georgia, Hawaii, Illinois, Kansas, Louisiana, Minnesota, Mississippi, Nebraska, New Jersey, New Mexico, New York, North Dakota, Ohio, Oregon, Pennsylvania, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, Virginia, Washington, West Virginia, Wisconsin.

Blasingame, in a study for the State of Ohio, advocated the broadening of the responsibilities of the Information Resources and Services (IR) Division of the State Library. This division supplements the reference and information resources of other Ohio libraries and contributes services to various agencies. It also serves as the primary channel of communication between the State Library staff, especially the State Librarian, and other executive agencies. The IR Division would become a governmental service unit and three new staff positions would be created. Each of these new staff members would work with a specific group of logically chosen state agencies in order to become knowledgeable about the concerns and problems of these groups. This would enable the State Library to provide strong leadership for long-range planning in the development of necessary information services in state agencies, and provide individual advice and assistance to those agencies with their own libraries. Unnecessary duplication of effort and materials could thus be avoided and maximum exploitation of existing resources insured. (Survey of Ohio Libraries...p. 60, 72-3, 116-8)

Recommendations by Genevieve Casey in a preliminary study of the Indiana State Library services to state government (1968) consisted largely of the creation of a number of new staff positions, fully described in the study, to provide more adequate staffing and improve service. (The Indiana State Library...)

This Indiana study was followed by a survey with recommendations in 1970. Detailed recommendations for the coordination of services to the Legislature and to state agencies include consultant services to agencies desiring aid in cataloging and classifying materials; better circulation procedures; the provision of more sophisticated bibliographical services; centralized purchasing and processing; periodical print-outs and centralized records in the State Library of the holdings of agencies; some form of current awareness service; staff members working with administrators and librarians in the agencies assessing information needs and helping to establish acquisition policies; encouraging the use of existing TWX facilities by state employees; contracting for access to the collection and services of the Indiana University Medical Library for all state employees, especially those in the fields of health and environment; and the evaluation of the State Library collection in terms of state government. In order to provide guidance in establishing priorities for comprehensive information services, a council of persons responsible for department libraries and staff libraries in institutions would meet regularly at the State Library to share common problems. Work with large state agencies might be organized with small advisory councils within the agencies to work directly with the staff member from the State Library responsible for the particular agencies. Financial arrangements could take the form of increased budget for the State Library to support additional services to agencies or an inter-accounting mechanism between the library agency and departments receiving special services. The State Library would require additional funds in any case, primarily for new staff to implement these new activities, but also for materials and equipment. (Information Services to Indiana State Government...)

Descriptions of services offered in other states may serve as a source of inspiration and such ideas may well be adapted to local needs. However, there is much less information on the coordination of existing services, especially with reference to executive agency and departmental libraries.

The two approaches to coordination which seem to recur the most frequently in the literature are 1) the assignment of personnel from the State Library staff to act as liaison with departmental and agency libraries, and 2) either centralized or coordinated acquisition policies. Staff members working closely with departments and agencies would be in a position to make them aware of resources and services available through the State Library as well as gain a knowledge of their specialized needs. They could also provide any assistance needed in the organization and operation of these agency libraries. Acquisitions policies would define the scope of the specialized collections, avoid unnecessary duplication, and make possible union catalogs and/or periodical print-outs, providing access to materials in various collections where they might not be easily located.

There seems to be a consensus that services to state government are indeed an important function of state libraries. A number of services are already being provided by the various state library agencies and strengthening of present programs is a concern in many states. However, with the wide variety of organizational patterns of state library agencies and the differences in statutory and financial support, the design and implementation of individual programs seems to be almost inevitably a local responsibility.

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CHAPTER III SURVEY OF OTHER STATES

The major purposes of the out-of-state phase of the study were (1) to review existing patterns of service in all state library agencies and identify those that place special emphasis on this particular service area, and (2) to evaluate by means of on-site visits innovative and effective programs of service which might have special applicability and usefulness, not only to New York State and its plans for improved and expanded services, but to other state libraries as well.

A basic problem in pursuing this line of inquiry lay in the imprecise nature of the service that was being examined. Every state library gives some kind of service to other agencies of state government, and, indeed, many have been doing so since the early days of the Republic. The intensity of the effort varies considerably, however, and in many states it has only been in comparatively recent times that a visible shift from what may be called a custodial type state library to an aggressive, outreach kind of agency has been discerned. In states where the state library has responsibility both for the traditional reference services to state government as well as for statewide library development, the passage of the Library Services Act in the mid-50's seems to have generated more dynamic state library attitudes in both service areas. It is difficult, if not impossible, to document this theory with specific cases, but there is considerable evidence to support the belief that there has been a tremendous improvement in state library agencies in the last fifteen to twenty years. A "new breed" of state librarian has emerged which is highly professional, politically sophisticated, management-oriented, and, most important, extremely service-minded. The state librarians' concern for "performance" is evidenced by the fact that twice within a decade (in 1963 and 1970), the Association of State Library Agencies issued well-prepared and carefully considered "standards" for state library functions.[1] Chapter V of the latest edition described in clear terms the state library's responsibility to provide quality services to other agencies of state government. It is worth noting, however, that this chapter is preceded by four other chapters devoted to "Statewide Library Development;" "Financing Library Programs;" "Resources" and "Information Networks," an ordering of priorities which does much to explain why the quality of services to other agencies of state government has suffered from "benign neglect" and is, in too many instances, of a mediocre nature. It is understandable that forced to respond to pressures from the field and anxious to seize the opportunity to effectuate long sought improvements in statewide planning and library system development, many state libraries gave low priority to their basic in-house services. Moreover, regulations of the federal Library Services and Construction Act specifically prohibited use of federal funds for service to state government.

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[1] Standards for Library Functions at the State Level. American Library Association, Chicago, 1970.

Scope of Study

To obtain up-to-date information on existing patterns of service to state government from the other forty-nine state library agencies, a brief but pointed questionnaire was developed and distributed in the fall of 1974. (Appendix I) A summary of the responses to this questionnaire is given in Table 2. While the returns revealed a useful profile of the types of services provided, at best they could only infer their quality or intensity. In those instances where it was evident that the state had created a special office to coordinate library services to state agencies, it could be assumed the service program was more motivated and more defined. For this reason, an early decision was made to concentrate on a few states which appeared to be making a special effort in this particular area. Keeping in mind the constraints of travel funds, Connecticut, Maine, North Carolina, Ohio, and Texas were selected for on-site examination. First-hand knowledge of the service in New Jersey was also drawn upon as was the very useful material submitted by the Washington State Library.

Texas State Library

The first visit, to the Texas State Library in Austin, proved both rewarding and productive. Although the service is little more than a year old, it could point to a solid record of accomplishments in this brief time, including the development of a lively organization called SALT (State Agency Libraries of Texas). The service is under the direction of Mrs. Barbara Duke, who, before being assigned as head of this outreach service to state agencies in Austin, was, for three years, a public library consultant for the State Library in the Dallas area. Mrs. Duke devotes only about half her time to this responsibility, the remainder being devoted to a related activity--interlibrary loan. In spite of her limited availability, soon after being assigned to the new responsibility, Mrs. Duke made visits to the twenty-three state agencies known to have library collections. Out of this grew a master list containing the name of the agency, the librarian or person in charge, and a brief description of the specialized collections in each instance.

With the help of the State Library, the SALT organization has stimulated regular meetings, workshops, and inter-agency library visitations, and has developed a number of useful cooperative projects. In addition to a union list of serials, SALT provided the impetus to collect, classify, and maintain a Texas State Documents collection to supplement the on-going service of distributing documents to depository libraries across the state. With the assignment of a Librarian I to this service, the Texas State Library was able to satisfy a long felt need.

TABLE 2

SURVEY OF STATE LIBRARY SERVICES TO STATE GOVERNMENT AGENCIES

Services	Number of States
Cooperative Relationships (maintain or administer other libraries)	9
Acquisitions & Technical Processing:	
a) Coordinate purchases	14
b) Centralize cataloging	16
c) Maintain union lists	21
General Information & Reference Service:	
a) Current awareness	36
b) Subject bibliographies	34
c) "Spot Research"	44
Automation:	
a) Available to state agencies	20
b) Technical services	12
c) Information retrieval	16
Training:	
a) Orientation & indoctrination	25
b) On-site "in-service"	26
Innovative Programs	10

State Librarian Dorman Winfrey also credits SALT with the following developments:

1) The Texas Commission on Alcoholism has purchased the Classified Abstract Archive of the Alcohol Literature (CAAAL) from Rutgers University, along with cabinets to house it, and has subscribed to the up-date service. These materials will be placed at the State Library as a depository resource for CAAAL.

2) The Texas Air Control Board has agreed to place its collection of the Environmental Protection Agency's Air Pollution Library (c. 49,000 microfiche) at the State Library in order to make this resource more readily available to state agencies.

3) Cooperative use of collections has been arranged with the libraries of the Texas Medical Association, Planned Parenthood, the Lyndon B. Johnson School of Public Affairs, and the Tarleton Law School. (Although part of the University of Texas, the last two libraries operate independently.)

Other developments in process include centralized processing through the Ohio College Library Center (OCLC) and a heightened current awareness program, proceeding on the sensible ground that it is pointless to acquire a valuable item then fail to notify the individuals and agencies most concerned of its availability. Also, in the future, is a plan to link all state operated libraries in Austin together in a computerized system with the State Library at the center.[3]

A useful, positive assessment of the Texas State Library program as it has operated to date was offered by a staff member of the Texas Education Agency who stated that the cooperative arrangement has (1) given every agency's collections more visibility, with resultant greater utilization and (2) provided those involved in the collection and dissemination of information in Austin a much better concept of the totality of library resources available.

Ohio State Library

Improved services to other agencies of state government in Ohio received strong impetus from the Blasingame report of 1968[4], which specifically recommended the establishment of a governmental services unit and suggested an initial staff of three professional librarians. While this recommendation has not been carried out in full, the Library has a full-time person in charge, and, in general, appears to have a first-rate operation going. According to the Assistant State Librarian, "Our service to state government has expanded in recent years through a combination of satisfactory service and an aggressive campaign to create awareness."[5]

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[3] Letter from Dorman Winfrey to Roger H. McDonough, February 28, 1975.

[4] Ralph Blasingame. Survey of Ohio Libraries and State Library Services, Columbus, The State Library, 1968. 1. 153.

The use of the word "aggressive" deserves emphasis here, for, indeed, the whole Ohio operation is marked by a business-like approach and the use of marketing terminology. According to Richard Fisher, Acting Head, Information and Reference Division[6], "Active marketing of the information provision capabilities of the State Library of Ohio is emphasized--through 'sales calls,' by presentations before department groups, through orientation and familiarization classes and tours, with follow-through in the form of individualized current awareness services which provide an ordering tool to the recipient. In the last year, more than a third of the circulation to state government personnel can be traced to the stimulus provided by the direct mail current awareness program. An important positive aspect is the system for delivery to the requestor whether he is remotely sited or contiguous to the library."

Continuing the marketing analogy, a special report prepared on request for this study described the function of the position of State Government Services Specialist as follows:

> "We see her position as a key to the services and resources of the library rather than as an actual provider of such services. For example, she explains reference and literature search service and refers the enquirer to the reference department or she explains the provisions of the Ohio documents depository law and refers the requesting agency to the documents specialists. She visits staff of the various agencies on her own initiative or at their request or brings them to the library to acquaint them with services.
>
> She assists agencies who have libraries or who are setting up office collections and makes a special effort to bring to the person assigned to the departmental library familiarity with State Library resources and personnel. In January, she held the first meeting of staff in charge of agency libraries. The objectives were to increase knowledge of each other's collections and to make interdepartmental access easier. Under the auspices of the State Department of Administrative Services, Division of Personnel, a course in the use of the State Library's resources is offered. It meets for two hours a week for 8 weeks and is aimed at researchers and staff assigned to agency libraries. One special four-week session was presented for a group entirely from the Department of Transportation."[7]

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5. The State Library Review, The State Library of Ohio, Report, 1973-74, pg. 1.

6. Based on interview at Ohio State Library, January 23, 1975.

7. Memorandum to Roger McDonough from Richard Fisher, Acting Head, Information Resources and Services Division; Catherine Mead, Acting Head, Library Development Division; Anita Pope Lunn, State Government Services Specialist, February 25, 1975. p. 3.

One of the most important factors in the Ohio program is the exceptional support given the State Library by the State Office of Budget and Management which periodically issues memoranda describing State Library services and stating guidelines for relationships between agency library officers and the State Library. For example, a February 1974 Memorandum issued by Richard Olsen, Director of the Office of Budget and Management, and distributed to all agencies of Ohio State Government, presented the following guidelines:

> "Department Libraries. In departments and agencies in which libraries are maintained, personnel should consider the State Library's services complementary or supplementary to their libraries.
>
> Expansion or Creation of Department Libraries. Effective library service requires a long range commitment in terms of funds, personnel and space. Therefore, a library proposal should be considered in relation to the information needs of the department. What will be the function of the library? Who will use it? What kinds of services will be expected from it? What kinds of information sources and staff assistance will be required to meet staff expectations? In cases where full-time specialized library service is required, arrangements may be made with the State Library to develop a satellite library staffed by State Library personnel and financed by the requesting department.
>
> Description of Library Liaison. Analysis of departmental information needs may show that, rather than a library, a research person serving as a link between department staff and the resources of the State Library is needed. Often, a department seeking additional information services can hire a person with appropriate research skills and specialized background at less cost than establishing a library.
>
> Departmental research personnel should work closely with library staff for maximum utilization of State Library resources. Practically, each department or division might designate one such research person a library liaison. This person should be familiar with the data sources in his department (in files, library, office collections, etc.) and should become familiar with the resources available in and through the State Library.
>
> Such a research person combines the expertise of his department's field of interest with skills in using indexes, abstracts, journals, government documents and other specialized library resources and in turn provides valuable information and research service to other members of his department."[8]

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[8] /Ohio/ State Library Review, 1973-74.

With this kind of support and with the aggressive program outlined above, it is little wonder that the Ohio State Library's program produced solid results. According to the State Library Review, "State Government employees and officials borrowed 34,000 books and documents in 1973-74. The Library secured another 1,000 from other libraries to fill requests from state employees. The 6,000 questions asked by state employees were directed to the reference room where Alice Paulin and her staff of reference librarians provided answers."[9]

It can be seen that the service to the State Government program in Ohio has been carefully thought out and developed as a form of outreach service. The State Government Services Specialist and her one paraprofessional assistant operate as a special library for state government and are making every effort to develop an effective awareness program. Significantly, the authors of the special report[10] envision this service as a progressively more important one in future years.

North Carolina State Library

Like Texas and Ohio, the North Carolina State Library created a special unit to provide service to state agencies, entitled, in this instance, the "Library Services to State Agencies Branch." The program differs from the Texas and Ohio reference centered operations in that a considerable portion of the unit's thrust is in the area of technical services. Thus, the Librarian Consultant I, who is in charge of the unit, reports directly to the Chief of the Technical Services Section of the State Library, where she is assisted by a Librarian II Cataloger and a typist. In spite of this orientation, a much broader mission is envisioned and the job description for the position includes consultative services of a general nature, as well. According to the incumbent, Mrs. Drum:

> "The service to state agencies began in 1966 with personnel from both Technical Services and Reference being involved. Visits were made to several departments during that year, and plans were made to begin a major reorganization of the Public Health Library. This is still the largest of the Agency libraries served by this Branch of the State Library. By 1968 there were five libraries receiving service, and the Branch continued to grow until there were nine libraries at the end of 1972-73. During the fiscal year, 1973-74, the number of libraries we are committed to serve has grown rapidly to 14, plus two special projects being carried on with other agencies. With no additional personnel, this has increased the workload to the point that it is impossible to keep up-to-date."[11]

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[9] Ibid.

[10] op. cit.

[11] /North Carolina State Library/. Program Plan 1975-77 Policy Cycle Technical Services Section Subprogram, Library Consultants to State Agencies Branch. Eunice P. Drum, June 1974.

Mrs. Drum goes on to indicate that cataloging backlogs resulting from the increase in the number of materials acquired and agencies served have delayed delivery of processed books. During the first 11 months of fiscal year 1973-74, the unit cataloged 5,300 volumes, as compared to 4,561 for the whole of the preceding year.[12]

Fortunately, the Branch has been able to increase its staff in recent months to meet the larger workload:

> "During the past few months we have added two small libraries to the list we serve, making the total sixteen. The new libraries are that of the Labor Department (OSHA) and the State Personnel Department. The latter is in the process of moving (as a part of the government reorganization we are experiencing), and the library is currently having shelving built. For this reason, the books have been cataloged, but the library is not yet in operation. On November 1, we added another professional librarian to the staff of the Branch, bringing our professional staff to three. This librarian will serve as a special reference librarian in the Legislative Library while this body is in session (approximately six months of the year). She will work with us in setting up and serving the libraries of other state agencies during those months the Legislature is not in session.
>
> The advisory Budget Commission has approved the hiring of another typist II for the Branch as of July 1, 1975."[13]

During an interview at the North Carolina State Library on April 8, 1975, Mr. Ogilvie referred to the state agencies service as "a low-keyed, soft-sell operation," a description that was fully borne out during the consultant's visits with Mrs. Drum to several agency libraries. These ranged from the well-organized, 8,000 volume special library of the Division of Health Services (Department of Human Resources) under the supervision of Mrs. Eleanor Turner, to the newly-organized small working collection of the Office of Safety and Health in the Department of Labor, under the direction of Mrs. Frances Hocutt. In the latter instance, the State Library provides the necessary in-service training to assist the agency to get its library under way, and the department provides space, staff, furnishings, periodical racks, shelving, and a card-catalog. By contrast, the Health Library has a long-established relationship with the State Library and although it is administratively independent, so friendly is the relationship that the library operates, to all intents and purposes, as a branch of the State Library. Thus, it orders and receives its own books, then sends them on a daily or weekly basis, as the volume dictates, to the State Library for processing. Since these entries become part of the union catalog in the State Library, there is good bibliographical control and unnecessary duplication of titles is eliminated.

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[12] Ibid. pg. 2.

[13] /North Carolina State Library/. Letter from Mrs. Eunice Drum to Roger H. McDonough, January 24, 1975.

It is interesting to note that the existing close working arrangement with the library/research unit of the Department of Public Instruction began with a request for service to the State Library made at the suggestion of a satisfied customer, the State Department of Health. As Ms. Barbara Conner explains, "We now call the State Library every day, get fine service and are glad that we can continue to turn to them for assistance on a regular basis."

This friendly, helpful neighbor approach appears to have brought about a most useful side effect, i.e., solid support at budget time for the State Library from the agencies it has helped. The extent of the high-level support received in recent years is exemplified in Governor Scott's order of October 9, 1972, designating the "State Library as the official Information Center for the State of North Carolina" and "...the repository of all information pertaining to State Government."[14]

Another indication that the service is well-received, is the action of the Governor's Office in asking the Library to undertake a new responsibility. As Mrs. Drum describes it:

> "In December we were requested by the governor's office to devise a plan whereby the Department of Administration might have prompt access to information regarding studies made by outside consultants for the various state government departments. This is a cooperative project to be executed by the North Carolina Documents Branch and our Branch. The various state departments have been contacted for copies of studies which might be missing from the State Library's document collection. When this is completed (hopefully by the end of March, 1975), the studies will be abstracted and assigned subject headings. It is hoped that this access by subject, with the abstract included on the card, will save the state between four and twenty million dollars annually by 1) preventing overlap or duplication of studies, and 2) by using expert state employees when possible rather than contracting with outside consultants."[15]

In general, it would appear that the well-established North Carolina State Library operation is performing an effective service that is both appreciated and supported by top administration.

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[14] State of North Carolina. Governor Robert W. Scott. Memorandum to all State Department Heads, State Library as Official Information Center., October 9, 1972, 1 p.

[15] Op. Cit.

Washington State Library

Central to an understanding of the Washington State arrangement is the fact that the State Librarian is a cabinet officer reporting directly to the Governor and the State Library is responsible for all library services for state government (except law), no matter where the facility served is located. As State Librarian Maryan Reynolds explains in refreshingly non-bureaucratic language:

> "Some departments want us to fully operate and where they can generate federal funds for the service we enter into a 'contact'... We pay no attention to the actual dollars so generated but render the service as needed.
>
> In some instances the department prefers to have the library staff on its payroll and we do not fuss. All materials are purchased and processed by us so that our catalog reflects the total information resource. The staffs are given orientation here so they realize we are back-up to their limited collection. The collections are weeded frequently and materials returned here for final decision as to retention.
>
> Some individuals feel they can't function without certain books at hand. We check out on indefinite loan with understanding we can get it back when needed, then if the individual still feels need we recheck out on indefinite loan.
>
> Some offices around the state have small collections but we encourage the employees to use their local public library and to call us directly. In addition to subscribing to key professional publications, we xerox tables of contents of more and route them around. People write their names by the article desired and we send a xerox copy which they can keep or throw away.
>
> It is a very wide ranging, flexible and effective program!"[16]

In addition to the services described above, mention should also be made of the special services that the State Library has rendered to the Legislature over a period of many years.

> "A Library Reference Desk is set up in the main hall of the Legislative Building to provide information and reference service for the legislators and their staffs, state agencies, lobbyists, and the general public.
>
> The desk is manned by a professional librarian.

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[16] Maryan Reynolds, Washington State Library, to John Humphry, New York State Library, December 26, 1974, two pages.

> A small ready reference collection and a set of legislative bill books, which are updated daily, are kept at the desk. An on-line CRT terminal is hooked up to the Legislative Information System computer to provide access to the latest information regarding legislative bills and actions, and to provide reference question search assistance.
>
> A telephone is also installed to provide ready communication with legislators and their staffs, and state agencies with the State Library (to relay questions and receive answers), and with libraries throughout the state (provided HOT LINE service - using SCAN).
>
> A librarian is assigned to work with the Legislature during each session to (1) index legislative bills, (2) index pamphlet editions of session laws, and (3) prepare daily status of legislative bills reports."[17]

Equally valuable but more unusual is the arrangement under which the Library provides staff assistance to the Purchase Division through a liaison arrangement under which two library staff members function, in effect, as assistant buyers.

The special consultative services arranged through contracts are also worthy of special mention. Under a statute which permits the Library to enter into contractual arrangements with any state agency, the Library has contracted with the Department of Emergency Services to research and produce a special, comprehensive bibliography on disasters in Washington State -- floods, earthquakes, landslides, etc. Similarly, a contract with the Department of Ecology produced a combined subject index of each environmental impact statement for construction projects that are required to be filed with the Department. Quite obviously, such an index provides a valuable information retrieval source concerning projects which have already been approved as well as data to use in preparing new impact statements.

In the audio-visual area, the Library provides consultant services to state agencies, assists in designing systems and facilities, provides technical assistance in the selection of equipment and materials and provides training in application and use of audio-visual equipment and materials to state officials and employees.

New Jersey State Library

State Library services to the state government of New Jersey evolved from long-standing services to the legislature, the present law Library having its origins in 1796 as the legislature's own library. Merged in 1945 with the former Public Library Commission to form the

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[17] Washington State Library's Services to State Government, draft 11/19/74, page 1 and 2.

Division of the State Library, Archives and History within the Department of Education, services to all three branches of State government were continued and expanded. The State Library is the designated library for the New Jersey Supreme Court and until 1964, when the Legislative Information and Research Office was transferred to the legislature, this office of the State Library constituted the research, as well as the legislative reference, arm of the legislature.

With its move to new, centralized, and highly visible facilities in 1965, services to all state agencies and use by a wide spectrum of state employees increased rapidly. They are available directly as well as through separate departmental libraries on an inter-agency basis. Since many employees are stationed at a distance from the library, almost 80% of all reference and book requests are received by phone or mail.

Three reference units, with a combined professional staff of 14, have as their prime responsibility service to state government.

The Law Library (Section), headed by a lawyer-librarian, provides research materials and reference assistance to all three branches of state government. Among its specialized services are the preparation of legislative histories, the maintenance of an in-depth index of legislative bills, and access to a computerized service for searching New Jersey statutes.

The New Jersey Documents Section maintains the official depository of state publications, indexes and distributes them along with catalog cards to depository libraries. To augment its resources and information services about the state, the Section also maintains an extensive newspaper clipping file and book collection relating to current New Jersey problems.

The Governmental Reference Section provides state employees with other library resources and services needed to support their work. An extensive reference collection is supplemented by U.S. documents and those of other states, periodicals, and a circulating book collection. Through its Interlibrary Loan and Reference Referral services, which have been developed in support of the library network of the state, the Section is able to locate needed items in other libraries inside New Jersey, and beyond its borders when necessary.

While the State Library is the designated library for the State Supreme Court, separate departmental and agency libraries have been established over the years as government functions have proliferated. There are now five agency libraries with professional librarians and eight with non-professional staffs, all of which have been assisted in various ways by library staff members under the direction of the Supervisor of Government Reference Service. Several state hospitals also have medical libraries which rely on the State Library for supportive materials and services.

Unfortunately, budget constraints and the volume of reference business at the State Library have limited direct formal contact with departmental and agency libraries, and the staff has been able to conduct only a few training workshops and undertake only occasional consultative visits, primarily on a request basis. Reciprocity of service tends to depend upon good will, therefore, and personal knowledge of availability of collections. A stronger, more formal arrangement, coordinated by a full-time staff person, with authority to monitor all agency libraries, guide their development, recommend areas of specialization and cooperation, and promote use of all library resources and facilities, is highly desirable. Such a position will be established as soon as the State's fiscal situation permits.

Despite the lack of a full-time coordinator, two organizational factors have undoubtedly assisted New Jersey in developing strong library services to state government:

(1) Library functions at the state level are highly centralized. In addition to the services already mentioned, the State Library is responsible for archival and records management programs and has developmental/coordinative responsibilities which embrace all types of libraries in the state. Interestingly, the New Jersey Historical Commission also falls under the administrative umbrella of the State Library.

(2) A Joint Legislative Committee on the State Library, a regular standing committee (first authorized in 1845), provides an avenue of direct contact with the legislature outside the formal framework of the Department of Education. That body has been able, from time to time, to focus upon specific State Library needs, and to recommend appropriate funding to the Appropriations Committee.

Federal Library Committee

In addition to the close study of these selected state libraries, it was decided that a review of the work of the Federal Library Committee might also provide information that would be useful at the state level. It was felt that even though the library operations in Washington are on a much larger scale, many of the problems encountered in achieving good results through genuine cooperative endeavors are similar to those found in many states. The Federal Library Committee was established in 1965 "to consider policies and problems relating to Federal libraries, to evaluate existing Federal library programs and resources, to determine priorities among library issues requiring attention, to examine the organization and policies for acquiring, preserving, and making information available, to study the need for and potential of technological innovation in library practices, and to study library budgeting and staffing problems, including recruiting, education, training, and remuneration of librarians. Within these areas, the FLC recommends policies and other measures to promote the maximum exchange of resources among Federal libraries and to further Federal library operating efficiency."[18] The mind-boggling problem of dealing with hundreds of Federal libraries in the Washington area which range in size from a few hundred items to the two million plus collection of the National Agricultural Library persuaded the FLC to utilize its collective intellectual and professional competencies in attacking three major goals: "To achieve better utilization of library resources and facilities; to provide more effective planning, development, and operation of Federal libraries, and to promote an optimum exchange of experience, skill, and resources."[19] Implementation of these broad, general, long-range goals was to be achieved through the task force method and various sub-groups began working away at such important cooperative projects as acquisition of library materials; correlation of Federal library resources; automation of library operations; interlibrary loan arrangements; standards for Federal library service; physical facilities; and recruitment.

That progress in achieving any practical results from the various task force endeavors was slow is not surprising in view of the fact that each agency library is independent and its basic mission is to serve the needs of the official agency of which it is an integral part. The situation was further complicated by the fact that the Federal Library Committee itself is a voluntary cooperative endeavor and has only one professional and one assistant to provide the executive and leadership skills that are needed to forward the Committee's work. Genuine progress has been made, however, and a breakthrough, in terms of concrete accomplishment was recorded in 1973, when a contract was signed with OCLC to provide cataloging service to the Federal library community. Sixteen agency libraries were involved when the project began in 1973 and others have joined since that time. According to Mr. James Riley, Director of the FLC since 1973, the OCLC project resulted from years of cooperative study and effort on the part of the agency librarians involved who had first to learn to work together, and to trust one another before firm, contractual arrangements could be entered into.

Meanwhile, a push from another direction served to accelerate Federal library cooperation on various fronts. In a July 1973 Report to the Congress, the U.S. Comptroller General[20] criticized Federal libraries for "only infrequently entering into cooperative agreements for acquiring library materials" and for their failure to come up with a definite plan for a central, cheap storage facility for lesser-used materials. Significantly, the Report questioned whether an instrumentality such as the

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[18] Cylke, F. Kurt. "Federal Libraries." Library Journal, June 15, 1972, page 2148.

[19] Ibid.

[20] "Review of Federal Library Operations in Metropolitan Washington," B-174013. U.S. General Accounting Office. 44 pgs.

Federal Library Committee, with no clear authority to mandate action, could, without the actual intervention of the Office of Budget and Management on a continuing basis, make much significant progress. OMB, however, apparently questions whether it should intrude into the on-going operations of line agencies and thus far has limited its participation in the Federal Library Committee to sending a library representative as an observer. Continued pressure to reduce the large sums of money expended for Federal library activities continues, however--principally through the Office of Federal Management Policy in the General Services Administration, an office which had been established within the GSA in 1973 at the suggestion of the Office of Management and Budget. A principal task of the new agency is to look at related functions that cut across many agencies of Federal government, e.g., libraries, and to make recommendations for new approaches that will eliminate unnecessary duplication and initiate as many cost effective measures as possible.

It seems clear that this combination of forces--the mutual trust and respect developed among FLC members by years of working together, the success of the OCLC project, the pressure applied by budget/management agencies of Federal government--have combined to create an atmosphere in which the FLC seems ready to move on to many other challenging, cooperative endeavors, including a central storage library facility. According to Director Riley, one of the most encouraging aspects of the current situation is that many librarians who have desired and waited for progress and movement, have been encouraged by the momentum that has been created and are prepared to carry on with various cooperative projects under their own steam and without waiting for outside leadership or pressure to motivate them. It will be interesting to watch the progress of the Federal Library Committee, as it is intriguing to speculate about what might happen if a new Librarian of Congress were to be strongly committed to this cooperative endeavor and gave it his full and unqualified support.

Conclusions - Elements Necessary to a Successful Program

In general, it appears that although service to state agencies should be a primary function of every state library, it has received low priority in the majority of states. The New York State study thus seems particularly timely and useful at this point in state library development nationwide. As the competition for tax dollars becomes more acute, first-rate performance on the part of state library agencies, operating at the power centers of state capitols, can be a significant factor in persuading governors and legislators alike to recognize similar library needs of all citizens on a statewide basis. An aggressive program of library services, successfully operated in the state capitol, can also stimulate support for both state and federal programs and for such interstate networking arrangements as are envisioned by the National Commission on Libraries and Information Science.

Common Characteristics of Successful Programs

Despite the considerable variety of state library programs described above, certain general norms or patterns emerge which suggest the following elements as essential in developing an effective program of state library services to state agencies.

1) Attitude: An aggressive, outreach approach is needed, based on a commitment to service and a wide-ranging, well defined program to meet the needs of state agencies, officials, and employees. The experience state library agencies have had in developing programs under the Federal Library Services and Construction Act can be brought to bear in this respect.

2) Organization: The state library should serve as the hub, or center of library activity for state government, and should create a special office or unit which will provide leadership, coordination, and the necessary monitoring of the program. At the least, it should assign one or more staff members to carry out this outreach program on a continuing, and, preferably, a full-time basis. Staff should be carefully chosen for many of the same qualities which make for successful field consultants, as well as for their perception of reference and bibliographic needs, and of the operation and structure of state government.

3) Agency Involvement: As many agencies as possible should be involved, not only in the planning of service patterns, but in their refinement and evaluation as well. Even if the cooperating agency has no library per se, it should assign someone to work with the state library coordinator.

4) Shared Activities; Shared Financing: Services which are beyond the capability of the individual cooperating agency should be explored carefully and implemented as practicable, including centralized ordering and processing of library materials, union lists and other methods of bibliographic control, central computerized data banks with terminal access as required, cooperative storage and materials retirement plans, etc. Shared financing on some unit cost basis, by means of contractual or other arrangements, is desirable and tends to stimulate mutual involvement, respect, and commitment, and provides a basis for evaluating cost effectiveness.

5) Visibility; Direct Contact with Administration: In order to gain the support of the administration and the legislature, the state library and its program of service to state government needs visibility, a voice, and some degree of clout. This may be achieved organizationally, with cabinet rank for the state librarian or with strong advisory groups who can make their voice heard by the power structure; personally, through the visibility and personal dynamic of the chief state library officer and the program specialists, and functionally, through the provision of services of demonstrable value and reliable quality. All these avenues may be necessary and should be bulwarked with an effective public relations program including publicity, orientation workshops, and appropriate accountability through regular reports.

Strengthening the state library agency to enable it to improve and expand its service to other agencies of state government should be an integral component of every statewide development plan. Many of the services it initiates in this area will be of value to the whole library community of the state. As pointed out before, desirable legislation, both on the state and the Federal levels, is influenced by the direct library contact experienced by the power structure. If funds and staff are lacking to implement the program and achieve service at a quality level, it behooves state associations, trustee groups, and others to lend support. In many instances, the governor's conferences that are to precede the White House Conference in 1977 may prove to be useful forums for this purpose.

It is thus a happy coincidence that the New York State Library will dedicate its new, impressive, and highly visible, strategically placed library building in 1977, the year of the scheduled White House Conference on Libraries. The opening of this facility provides an unrivaled opportunity to develop and implement a bold, carefully articulated plan of service to all state agencies, officers, and employees of New York State government as part of its statewide plan for library service. With the leadership and coordinative guidance of the State Librarian and his staff, and with the strong backing of the Governor and the Board of Regents, success would seem to be assured.

CHAPTER IV THE NEW YORK STATE LIBRARY

The largest and most significant array of information resources and services within state government is the New York State Library. Established in 1818 as a "public library for the use of the government and people of this state," it is today a collection of over four million books, pamphlets, maps, manuscripts, microforms, sound recordings, prints, broadsides, posters, and other informational materials, with a staff of two-hundred nine (eighty-one professional positions), and offering such specialized services as access to computer data bases. In scope, its collections cover a wide range of subjects, with particular strength in the areas of history, law, medicine, education and science and technology, and with special strengths in government publications and technical reports. The largest of the state libraries, it is the only state library which meets the membership requirements of the prestigious Association of Research Libraries.

A part of the State Education Department, the State Library is one of two units reporting to the Assistant Commissioner for Libraries, the other being the Division of Library Development. In the development of state support for libraries and network services, New York State has been in a position of national leadership for the past two and a half decades. Beginning with legislation establishing public library systems in 1950 (a program which provided 24.9 million dollars of state aid to twenty-two systems in 1974/75), New York moved to foster broader cooperative and network activities with the initiation of its reference and research program in 1966. This program brings together academic, public, and special libraries in nine regions covering the entire state. A major component of this program, the New York State Interlibrary Loan Network (NYSILL), has given the State Library major new responsibilities as a statewide resource, switching and referral center. In support of NYSILL a statewide telecommunications and computer network has been developed, utilizing computer and communications equipment located in the State Education Department in Albany.

Although the creative and innovative edge of State Library development in the past twenty-five years has clearly been in the area of statewide services, some new special services for state government, particularly the legislative branch, have been initiated. In addition, traditional services to state government users, who constitute a majority of the Library's on-site patrons, have been continued. The move to the Cultural Education Center at the south end of the Empire State Plaza, scheduled for mid-1977, will be accompanied by a series of major changes in administrative organization, technology utilization, mode of operation, and delivery of services, some of which are already being implemented.

The material which follows is intended to provide a current profile of the State Library, organized under the following headings: mission and constituency, administrative organization, collections and services, staffing, network relationships, services to state government, and the Cultural Education Center. Information and data is based on a self-survey prepared by the Library staff for this report.

Mission and Constituency

The legislation establishing the State Library in 1818 declared it to be a "public library for the use of the government and people of this state," thus defining its dual mission and identifying its two major constituencies. Although the Library served state government from the beginning, it was not until about the turn of the century, under the leadership of Melvil Dewey (librarian from 1888 to 1905) and James Wyer (librarian from 1908 to 1938), that it vigorously pursued the objective of serving as a statewide resource for a wide variety of clients. Dewey, who thought of the Library as a "people's college," pioneered traveling libraries, legislative reference service and service to the blind. Under Wyer's administration, a statewide system of interloan, with the State Library at the head, was begun, and the Library assumed the role of the major public library for the Capital District (with Sunday opening and special borrowers' privileges for local residents).

Today, most State Library users never enter the Library. During 1973-74, the Library received over 160,000 interlibrary loan requests. Of this number, 69% were from academic and professional users. In addition, the Library serves the special media needs of eligible handicapped clients in upstate New York and Vermont through its Library for the Blind and Visually Handicapped.

While little data is available regarding on-site users, such data as exist indicate that the majority of on-site clients are state employees. An analysis of the Library's 2607 registered borrowers, made in early 1975, indicated that 2058 were state employees. In assessing the above, it should be remembered that much material is lent to state employees through agency libraries.

A staff survey in 1975 revealed a wide range of opinion as to the percentage of state government requests in relation to all on-site transactions, with the median point 45-55%. Among thirty separate state offices, agencies and branches identified as major clients in the same survey, the ten heaviest users were listed (not necessarily in rank order of volume of use) as the Education Department, Legislature, Social Services, Historic Preservation, Executive Chamber, Health, Commerce, Taxation and Finance, Transportation, and Environmental Conservation. As part of a new performance evaluation system, in February 1976, the Library began to collect statistics on certain types of on-site and telephone uses. A preliminary analysis of these statistics for the first month indicates that 71% of inquiries were from state government.

Until 1975, the regulations governing borrowing from the Library accorded special borrowing privileges to employees of state government, selected professions (physicians, attorneys, teachers, nurses, engineers, architects and ministers), some residents of the Capital District, and all institutions in the University of the State of New York. Recognizing the improved access to resources made possible by the growth of systems and networks, and the cumulative impact of state aid programs, these regulations (which had not been revised since 1922) were changed to limit direct borrowing to state employees, lawyers and physicians (as required by law), and to require all interloan access through designated systems or networks.

Administrative Organization

Writing in 1912, as the Library was about to move into its new quarters in the State Education Building, James Wyer described the Library as "a group of five special libraries." Until recent years, the public service units of the Library have, in fact, been so administered, consisting of a Medical Library, Law Library, Legislative Reference Library, General Reference Library, and Manuscripts and History, Science and Technology and Education Sections. These were generally overseen by a centralized administrative apparatus, and supported by a technical services unit organized in traditional sections: Order, Catalog, Binding and Gift and Exchange. In 1966, an Interlibrary Loan Unit was added to the public service array, in recognition of the expanded role of the Library in this area. The position of Principal Librarian for Readers Services was established in 1964 (balancing a similar position for Technical Services which had been in existence since 1947), in an attempt to give the Readers Services units more unified direction.

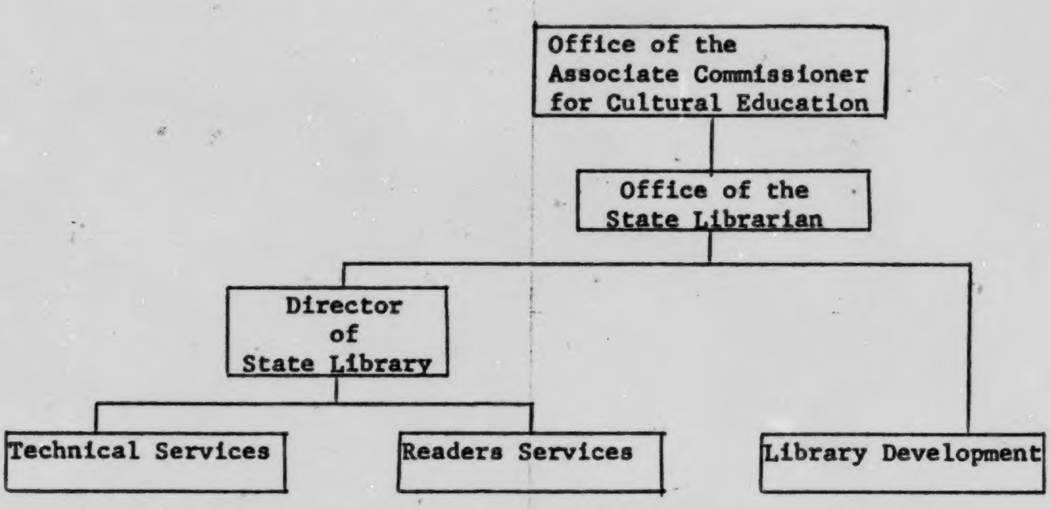
Recognizing that the use of knowledge is increasingly interdisciplinary, and that computer technology and the move to the Cultural Education Center make new service and operational patterns possible, State Library management proposed a major administrative reorganization of the Library. The prior organization and the reorganization are shown in Figure 1. The main features of the plan are: 1) it reorganizes Technical Services into type-of-material processing units, combining acquisitions and cataloging functions, 2) it establishes a collection management and network services unit which will be responsible for all functions relating to collection maintenance and delivery of materials, and 3) it combines the Readers Services sections into broad subject units, envisioning a strongly professional staff of subject specialists which can be utilized more flexibly than at present. This reorganization is in process of implementation and is expected to be completed by mid-1977.

Collections and Services

The State Library provides a full range of traditional library services for both on-site and off-site users, including reference, direct loan (limited to those clients defined on page 32 above), interlibrary loan, and micro and photo-reproduction. Certain additional direct services are available to special classes of users, such as cassette, braille and recorded book materials to the blind and eligible physically handicapped, and extended bibliographic and search services

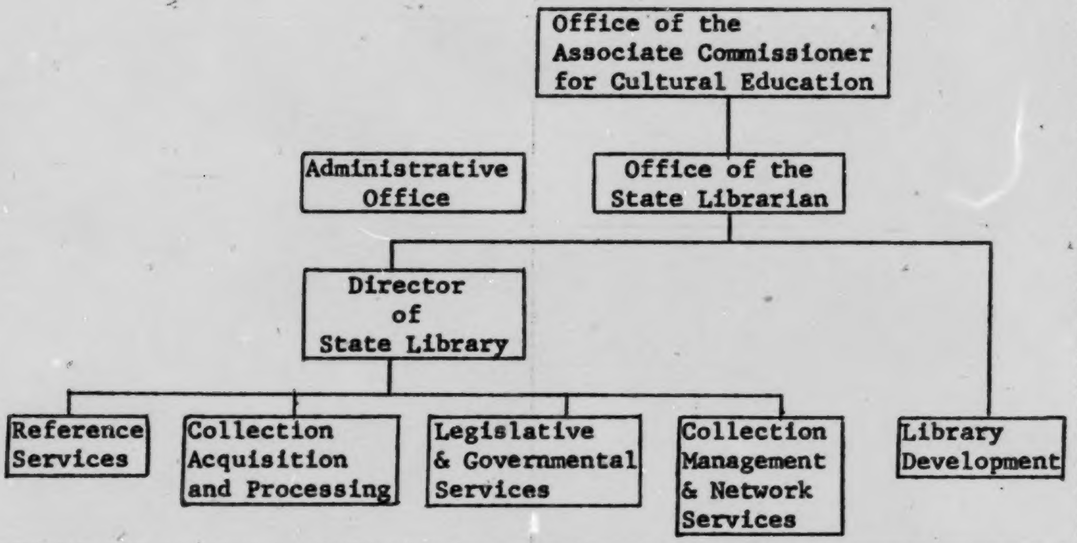
FIGURE I

THE STATE LIBRARY
Present Organization


Office of the Associate Commissioner for Cultural Education
Office of the State Librarian
Director of State Library
Technical Services
Readers Services
Library Development

Prepared by the State Library
July 7, 1976

THE STATE LIBRARY
Proposed Organization
June 2, 1976


Office of the Associate Commissioner for Cultural Education
Administrative Office
Office of the State Librarian
Director of State Library
Reference Services
Collection Acquisition and Processing
Legislative & Governmental Services
Collection Management & Network Services
Library Development

to state government clients. Within recent years, access has been made available to such non-traditional resources as on-line information retrieval systems.

The major information resource of the Library consists of its collection of over four million books, pamphlets, microforms, manuscripts, maps, and other print and non-print materials. Although most of this collection has been assembled since the disastrous Capitol fire of 1911, it has great retrospective depth in its areas of specialization. In rebuilding its collections after the fire, the following subjects were emphasized: law, medicine, social sciences, education, history (particularly American and New York State), certain pure sciences, and technology. A sample of Library holdings, taken in 1973, indicates the number of volumes in the above subjects may be estimated as follows:

Law	270,000
Medicine	129,000
Social Sciences	504,000
Education	98,000
History	196,000
Science	126,000
Technology	315,000

In general, the collections of the Library in the above subject areas may be described as being those of a strong middle-level research collection, seeking comprehensive rather than exhaustive coverage.

The Library is particularly strong in government publications, collecting Federal and New York State publications exhaustively, other states selectively, and United Nations and international organizations comprehensively. Major files of scientific and technical report literature, of high interest to state agencies, are maintained. It currently receives 14,244 serials (not including those published by governmental agencies) and in 1974/75 spent $463,317 on subscriptions. Much of its current acquisitions are in microform; in 1974/75, 189,953 physical units of microform were acquired. Its total acquisitions budget for 1974/75 was $805,860.

Since 1966, the Library has been involved in a number of significant automation projects. Operational computer systems have been developed by State Education Department staff to control serials and documents acquisitions, to support the statewide NYSILL network, and to control Library for the Blind circulation. The Library is a member of the SUNY/OCLC network, and current State Library catalog records are being received in machine readable format. In addition, the Library provides on-line access to computer data bases in the following subject areas: education (ERIC), current events and social sciences (New York Times), medicine (Medline and MEDLARS), biology (BIOSIS), toxicology (TOXLINE), and general English language monographs (OCLC).

Staffing

As of 1975, the personnel roster of the State Library carried two-hundred nine positions (including thirty-one vacancies). The ratio of professional to clerical staff is high, eighty of the above total being professional positions. All clerical positions in the Library are standard Civil Service titles, and no para-professional or other special library clerical titles are available. Although all professional positions are library titles, certain other professional skills and services are available to the Library from other parts of the State Education Department, such as systems analysis and computer programming.

The following profile of the Library's professional staff has been compiled for this study. All professional positions are within the State Civil Service system, and most appointments are made by competitive examination. All are required to have a fifth-year master's degree in library science. The distribution of professional positions is as follows: Assistant Librarians (professional entry level)--36; Senior Librarians (first promotional level)--19; Associate Librarians (second promotional level)--9; Principal Librarians--2; and Director.

An inventory of professional staff skills, taken in connection with this study, clearly indicates that the professional staff of the Library offers a considerable variety of subject backgrounds and special skills in information work. The following undergraduate subject backgrounds are represented: anthropology, art, biology, business administration, chemistry, education, English, French, German, history, Latin, literature, mathematics, philosophy, physics, political science, psychology, social sciences, sociology and Spanish. Eleven staff members have second master's degrees in the following subject areas: classics, education, English, history, mathematics, political science, and public administration. While there is considerable variety and scope in subject coverage, the Library staff is typical of the profession, with the majority of the staff (73%) having had an undergraduate major in the humanities. Reading ability in eleven foreign languages including Chinese, French, German, Italian, Polish, Russian and Spanish is available.

Over half of the professional staff received library school degrees after 1968, and 80% received their degrees after 1960. Of the Assistant Librarian group, 21% have a second master's, 48% have had experience working in another library, and the average length of service at the State Library is seven years. Within recent years, both staff and management have had an interest in updating and broadening staff skills, through programs of training and continuing education. Sixty-six percent of the professional staff have participated in training programs in the past five years (twenty-seven persons have taken Civil Service training courses, eleven special State Library programs, twenty-four academic training and thirteen have attended other workshops or special institutes). In addition, as a result of a special training program in the Library, twenty persons on the staff are proficient in the use of one or more computer data bases.

Network Relationships

Through the 1960's, the State Library was seen as being at the head of a statewide interloan system, supplementing the resources of all the public, school, and academic libraries of the state. The early introduction of a teletype communication system, headquartered at the State Library, helped to formalize and improve this network. Following the Governor's conference of 1965, and the initial appropriations for the reference and research program, the State Library assumed a new role in the interloan structure, acting as a "middle-level" resource and as a switching center for further referral of requests. Through contractual arrangements with twelve resource libraries (ranging from major general collections like The New York Public Library and Cornell University, to such high specialized collections as the American Museum of Natural History and the Engineering Societies Library), the State Library is able to refer eligible research requests to these libraries for searching and filling, on a unit fee reimbursement basis. In 1973/74, the State Library received over 160,000 interloan requests. Access to these major resource libraries is available to state government clients of the State Library.

In addition, the Library is a member of the following consortia and networks: State University of New York/Ohio College Library System, State University of New York/Biomedical Communications Network, The Regional Medical Library program, Association of Research Libraries, Council of Computerized Library Networks, and is an affiliate member of NELINET. An experimental membership in the Center for Research Libraries was discontinued because of high unit cost and lack of funds.

Service to State Government

As indicated above, state government has always been regarded as a major constituency of the Library. During the 19th century, the only individuals regularly privileged to borrow from the Library were state officials. In a dramatic move to improve service to one branch of government, Melvil Dewey established a separate Sociology Division in 1891, which gave special attention to collecting government publications, comparative legislation, and legislative reference work. In 1905, the name of this unit was changed to the Legislative Reference Section.

Over the years, by far the strongest and most innovative special services to state government have been provided for the legislative branch. From the beginning, the Legislative Reference Section has provided analyses of comparative legislation, has prepared special bibliographies on topics of legislative interest, and has generally been responsible for insuring that the Library's collection was developed in a way which would be responsive to current legislative interests. Since 1970, as a result of a special appropriation, the Legislative Reference Section has been providing enhanced and expanded services to the Legislature and its staff, including on-site reference service in the Capitol during the session, preparation of special in-depth bibliographies and literature searches, publication of Legislative Trends (an annotated list of current accessions on topics of interest to the Legislature), and delivery and pick-up service to legislative offices.

The resources of the Legislative Reference Section, as well as of other sections of the Library, are clearly utilized by other units of state government. In an analysis of reference inquiries received by Legislative Reference staff in early 1975, during the legislative session, it was found that the staff handled as many requests from other units of state government as from the Legislature. A survey of State Library staff, taken in 1975, identified the following special services provided state agency clients: priority of service for urgent requests and procedural variations, extended research, acquisition of special titles on request, and compilation of comprehensive bibliographies. Another aspect of this survey revealed a wide belief among the staff that "New York State government employees do not use the Library to its potential," half believed that State Library collections did not adequately respond to state government needs, and all but two staff members believed they did not "know as much as they should about state government programs." Additionally, none of the expanded or enhanced services developed for the Legislature is available to other units of state government.

The Cultural Education Center

In 1977, the State Library will move to new quarters in the Cultural Education Center, at the south end of the Empire State Plaza. It will thus be thrust into a massive new governmental complex which will, with the already existing state office buildings, house some 12,000 state employees. This dramatic new architectural setting for the Library will be matched by equally dramatic changes in Library administration, operations, and delivery of services.

The new building will provide the Library with 27,000 square feet of floor space. Planning for the new Library involves the following major features:

1. Most reader service will be rendered at one central point, with a common reader seating facility, a cluster of subject service points, a core reference collection of some 80,000 volumes covering a full range of subjects, catalog and other bibliographic information, microform and photoduplication facilities, and a central circulation point. This arrangement will be in contrast to the present five subject reading rooms.

2. No provision has been made for the present 3.5 million public card catalog in the new building. Bibliographic access will be through a combination of computer and microform facilities located at various points in the building.

3. The collection will be divided into an open-shelf "working" collection on the upper floors and a "storage" collection. The working collection will consist of those classes most frequently used on-site and all new books, a major portion of the law collection, and a current periodicals and documents collection. The "storage" collection will contain less frequently used materials (including items retired from the "working" collection), and materials used mainly off-site (such as special media for the blind). The open-shelf collection will contain nearly 500,000 volumes, as contrasted with about 80,000 volumes on open-shelves in the present facility.

4. Special facilities will be available for assignment to state agency users. Reader use spaces will be more pleasant and conveniently arranged than in the present facility. Although the user population is expected to increase, the number of reader seats will be approximately equal to the present facility in anticipation of more service being rendered at agency locations off-site.

The availability of the catalog in distributable format, improved reader service facilities, a planned computer-based circulation system, and the proposed administrative reorganization, offer a substantial opportunity for the improvement of services in the new Library building.

Whether measured in terms of its collections, access to other information resources through networks, or by the size and skills of its professional staff, the New York State Library is the major information resource within State government. Its collections of over 4 million items offer in-depth resources in many subject areas and in a variety of media. Through its participation in information networks (particularly the New York State Interlibrary Loan Network and various computer data base services), it can provide effective access to information resources far greater in size and scope than the materials in its own collections. Its staff represents the largest concentration of professional information specialists within State government.

Although the largest number of on-site users of the Library's services are State employees, it is the strong opinion of experienced staff that its resources are under-utilized by State agencies. Complexities of organization and use which follow from the size and scope of its resources necessarily make it a difficult library to use. In addition, there is reason to believe that its collections are not widely known or understood among State agencies.

Within recent years, the thrust of the leading new programs of the State Library has been in the area of statewide services. The experience of the Library in developing these programs can strengthen any new programs initiated in the area of service to State government. The conditions described indicate a need and an opportunity to take a leaf from the public library book, and to initiate "outreach" programs in the area of information service to State government.

CHAPTER V STATE AGENCY LIBRARIES

Although many of the state agency libraries were known to State Library staff, no previous attempt had been made to analyze the resources and services of these libraries. Thus, the first purpose of this study was to assemble information on: 1) the location of the library and person in charge; 2) the extent of its resources -- space, equipment, information materials, funding and assigned personnel; 3) the scope of services provided -- hours of service, reference, inter-library loan, etc.; and 4) the types of services the State Library could provide to assist agency libraries in serving their clientele.

Agency libraries were initially thought to fall into two categories: 1) a clearly identified library with space, assigned personnel and collections; and 2) office collections consisting of relatively few resources, little space, part-time staff and little support. However, subsequent investigation revealed that only three agencies admitted the existence of the latter category. The information provided about the scope of these collections suggested little more than "desk" collections of materials with no formal program of services or acquisitions. Since the amount of data collected on these collections was not significant, they are omitted from this analysis of agency libraries.

As described in Chapter I, two questionnaires were distributed to selected agencies. One instrument was sent to a designated agency respondent and the other to the person in charge of the library. Certain questions regarding information needs were identical to both questionnaires, and agency library responses to these questions are analyzed and reported in Chapter VI. In this way, it is possible to compare responses from library and non-library personnel regarding agency information needs.

Twenty-three agencies responded to the library questionnaire, reporting the existence of libraries of varying sizes. Tables summarizing their responses to each question in the survey are included in Appendix IX. The charts and tables in this chapter display those data considered of most significance to the overall objectives of the study.

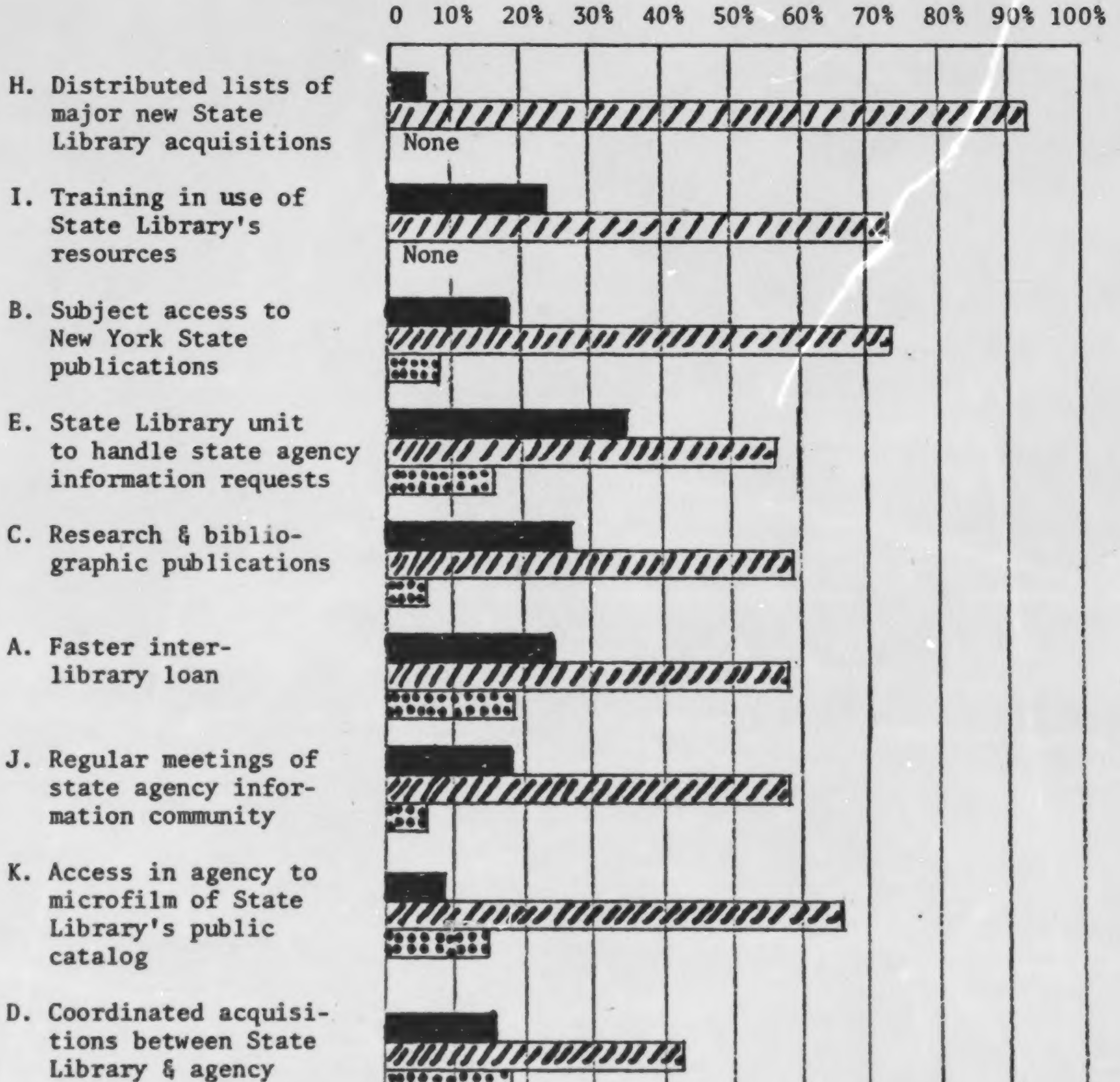
Figure 2 charts responses to a query on improving services from the State Library to agency libraries, while (Appendix IX-a) provides a statistical summary of responses to this question. The analysis in figure 2 is a proportional representation of responses in the "essential", "desirable" and "not desirable" categories.

While all categories were considered "essential" by at least one of the respondents, none of the categories received this rating by more than a third of the agency librarians. On the other hand, only two of

Figure 2

QUESTION #2: AGENCY LIBRARY INFORMATION SURVEY

Needs: Improved services from State Library (N=22)

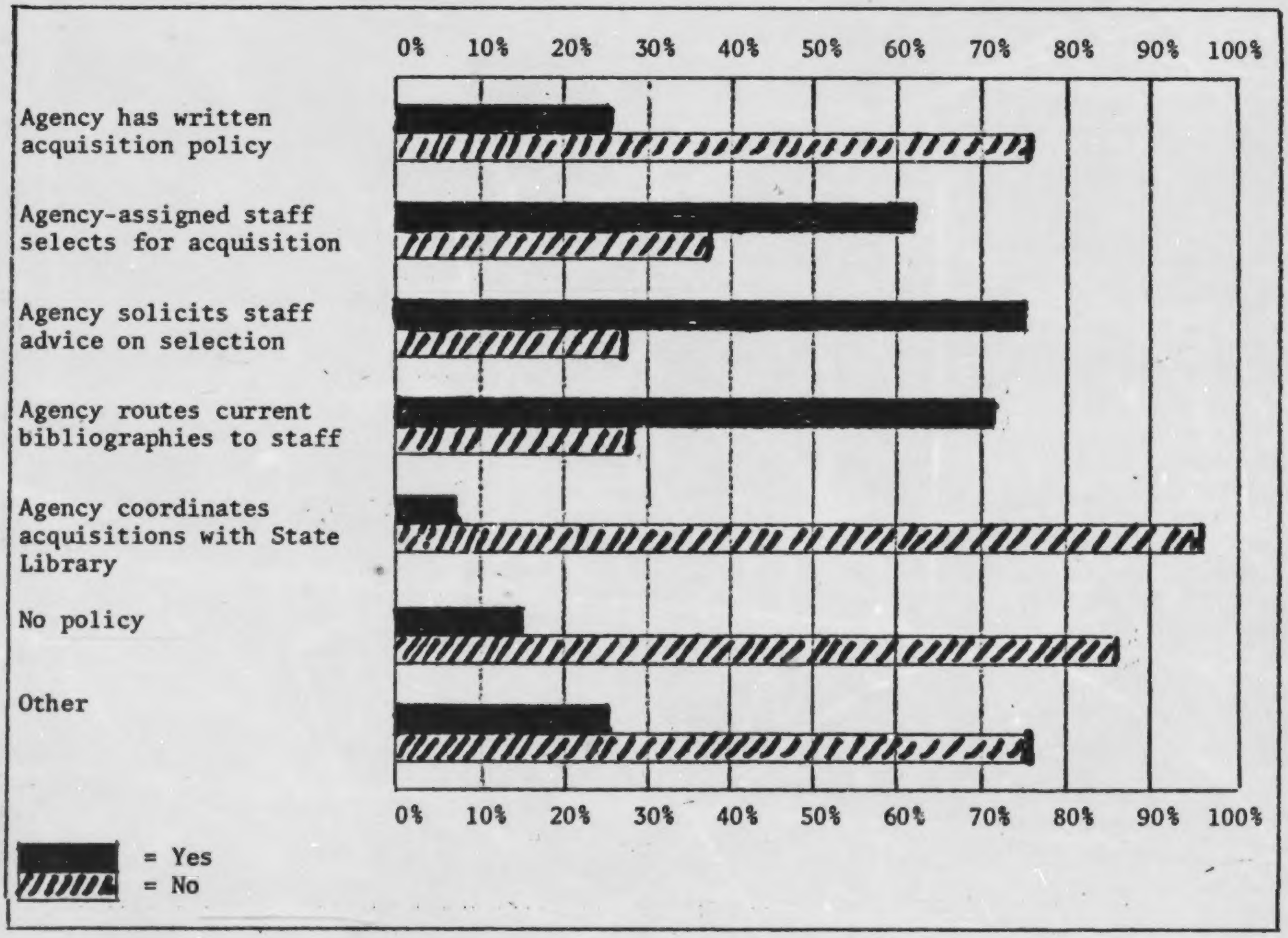


64

Figure 3

QUESTION #3: AGENCY LIBRARY INFORMATION SURVEY

Acquisition policies of agency libraries (N=21)



the categories were considered "essential" or "desirable" by all of the agency libraries. These categories were: (H) distribution of lists of major new State Library acquisitions; and (I) training in the use of the State Library's resources. Two other categories which were opposed by only one respondent were: (C) research and bibliographic publications; and (J) regular meetings of the state agency information community. From these data, it can be inferred that there is substantial interest in having the State Library prepare and distribute information about new materials received, provide training in the use of its resources, and exercise general leadership in bringing together agency personnel responsible for the provision of information services to state government.

Other categories endorsed with some enthusiasm were: (A) faster inter-library loan service; (B) the provision of subject access to New York State publications; and (C) a State Library unit organized for the purpose of serving state agency information requests.

Three categories that failed to receive significant endorsement from the agency libraries were the suggestions for: (D) a program of coordinated acquisitions between the State Library and agency libraries; (F) shared cataloging between the State Library and agency libraries; and (G) centralized processing services to be provided by the State Library. This pattern of responses suggest the general conclusion that agency library personnel are reluctant to bind themselves in any formal agreement which might make them dependent upon the State Library, particularly in the areas of acquisitions and processing. Workshop discussion indicated this reluctance may stem from a concern that tieing acquisitions and cataloging to the larger operations of the State Library might cause delays and bottlenecks. On the other hand, the high value placed upon regular meetings of the state agency information community, as noted above, there is a willingness to meet and develop a mechanism for continuing dialog on cooperative means of improving services to their respective agencies.

A query designed to identify the extent to which acquisition procedures in agency libraries adhered to conventional library practices received responses from twenty-one libraries (Figure 3, Appendix IX-b). Although few agency libraries have a written selection policy, most of these libraries have assigned staff selecting materials, with the solicited advice of other agency personnel. Only one agency attempts to coordinate acquisitions with the State Library. This response is consistent with the notable lack of enthusiasm for this suggestion shown in Figure 2.

A question regarding the size of agency library collections indicated that the total resources held by all libraries was not as large as had been expected, although it is important to remember that quantity may not be an appropriate measure of the significance of these materials. Table 3 summarizes the total resources held by the twenty-three agency libraries reporting, while Table 4 indicates the distribution of agency libraries by size.

Table 3

ESTIMATED NUMBER OF INFORMATION RESOURCES IN AGENCY COLLECTIONS (N=23)

Type of Information Resource	Number in All Agency Collections
Bound Volumes	123,771
Current Periodical Subscriptions	3,491
Newspapers	85
Pamphlets	103,801
Government Publications	48,300
Total All Resources	279,448

Table 4

NUMBER OF BOUND VOLUMES OF LIBRARIES

Number of Bound Volumes in Collection	Number of Agencies	Total Volumes in These Libraries	Percent of Total Number of Resources
0 - 2,000	11	10,822	9%
2001 - 4,000	5	17,150	14%
4001 - 8,000	4	26,050	21%
8001 -33,000	3	69,749	56%
Totals	23	123,771	100%

From Table 4 it can be seen that three of the agency libraries have 56% of the bound volumes, while eleven other agencies have only 9% of the total. The agencies with the three major collections are Law, Transportation and Health. The next four largest libraries have 21% of the holdings; these are the Motor Vehicle, Audit and Control, Taxation and Finance Departments, and the Law Revision Commission.

Table 5

RESOURCES: COLLECTION DATA, ORGANIZATION OF COLLECTION (N=23)

Organization	Yes	No
Cataloged	65% (15)	35% (8)
Classification system	65% (15)	35% (8)
Author	57% (13)	43% (10)
Title	51% (12)	49% (11)
Subject index	49% (11)	51% (12)
Other	39% (9)	61% (14)

An inquiry regarding the quantity of material in various categories or formats yielded data summarized in Table 6.

Table 6

COMPONENTS OF AGENCY LIBRARY COLLECTIONS (N=23)

Component	Number of libraries
Reference material	21
Maps	10
Microform	5
Government publications	20
Laws and regulations	19
Technical publications	16
Computer data	2
Audio-visual material	7

A review of periodical subscriptions indicates that ten agencies subscribe to fifty or less; seven others have between fifty-one and two hundred titles; five others have from 201 to 960 subscriptions. As might be expected, the libraries with the largest book collections tend to have the largest subscriptions lists. The largest number of newspaper subscriptions was eleven with four other agencies holding ten.

The Health, Taxation and Finance, Motor Vehicle and Labor Departments reported pamphlet collections of 10,000 to 50,000 items, while the Office of the Planning Services (Division of the Budget) reported a collection of 48,000 government publications. The combined pamphlet and government documents collections of all the agency libraries represents the largest category of materials contained in agency collections. It is also reasonable to assume that these materials, by their ephemeral nature, are least likely to be cataloged.

The extent to which agency library collections are organized by standard library practices is a measure of the utility of the collection for a general clientele, and is related to the extent of professional supervision. Responses to this category are summarized and presented in Table 5. As is evident from the data, most libraries are organized and cataloged with conventional author, title, and subject access. A comparison of these figures with Table 4 indicates that the major collections are accessible through a conventional catalog.

Of the fifteen libraries employing a classification system, four indicated the use of Dewey, while two others use the Library of Congress system. The remainder report a combination of these two or an ad hoc scheme developed to suit their needs, such as arrangement by issuing agency or source.

From the data it can be seen that the types of material most common to these libraries are reference, government publications, laws and regulations, and technical publications.

Another question attempted to determine the percentage of publications produced within an agency which were available in the agency library. Only four of the twenty-three libraries indicated that 76-100% of their own agency's publications were held. Four other libraries estimated the possession of 51-75% of these publications and one other estimated that they had from 26-50%. The remaining thirteen libraries claimed possession of less than 25%. It is obvious, therefore, that most of these agency libraries are not an effective resource for publications of their own agency.

Six agency libraries responded affirmatively to the query regarding the existence of branch libraries in the Albany area. No attempt was made to determine whether these branches would remain or be phased out when agencies were moved to permanent quarters in the Mall.

An inquiry was made to determine the extent to which agency library collections contain material which, in the judgement of the person responding, was sufficiently unique to be listed in a special union catalog or bibliography. (Table 7). Since the categories presented in this Table were not defined or described in the questionnaire, each respondent applied a personal interpretation. Although the responses must be judged cautiously for this reason, further efforts should be made to identify unique or significant material in the agency libraries, and a union list or descriptive guide should be compiled, if warranted.

Table 7

SIGNIFICANT AND/OR UNIQUE RESOURCES (N=23)

Category	Number of Libraries
A. Unpublished research studies	14
B. Unique resources	7
C. Rare resources	9
D. Computer data	6
E. Reference services	16
F. Major indexes	8

Information about access to agency library collections was requested, in order to determine the extent to which such material was available to other government personnel. Only eleven of the twenty-three libraries indicated that materials were available for loan to individuals outside their agencies. When questioned about the use of this material within the library by personnel from other agencies, the number of positive responses rose to twenty-one. In addition, seventeen of the twenty-three libraries indicated that reference service would be provided to staff from other agencies.

The hours of library services appear to be aligned with the standard state work week of 37½ hours in fifteen libraries. Five libraries have extended hours (to a maximum of fifty-five), and two libraries have fewer, with twenty and thirty-two hours of service per week indicated.

A checklist of services provided by these libraries is summarized in Table 8.

Table 8

AGENCY LIBRARY SERVICES (N=23)

Category of Service	Number of Libraries
Compilation of subject bibliographies	11
User interest notification	14
Compilation of lists of new acquisitions	12
Inter-library loan	14
Reference service	15
Photoduplication	10
Other	3

As might be expected the larger, more organized libraries appear to provide most of the services listed. However, eleven libraries offer three or less of the services even though most of them operate for 37½ hours per week.

Information regarding the number of staff assigned to agency libraries was collected, distinguishing between professional and non-professional positions, and between full and part-time employees. Table 9 provides a summary of personnel data.

Table 9

AGENCY LIBRARY PERSONNEL (N=23)

Personnel Category	No. of Libraries	Total No. of Staff
Prof. F-T	10	17
Prof. P-T	2	2
Non P. F-T	14	28

Non P. P-T	5	5
Total Staff in all Agency Libraries		52

Data for agency library personnel provides some insight into the nature of these libraries. As with collection size, four libraries (17%) -- Health, Law, Commerce and Mental Hygiene -- account for eleven of the seventeen full time professionals (65%). Nine libraries do not have professional librarians assigned. Two libraries have only part-time professionals, while three other libraries have only part-time non-professional personnel assigned to the library.

Information regarding the size of the library was obtained by requesting an estimate of the amount of floor space and seating. Twenty libraries responded, reporting square footage ranging from a low of 32 to a high of 10,000. Twelve libraries had less than 1,000 square feet; three others between 1,000 and 2,000 square feet; and four between 2,000 and 3,000 square feet. The largest (10,000) is in the Health Department.

As might be expected, the Health library also seats the largest number with 100 seats. The State Police and Law Libraries are next with fifty and forty-six respectively. The number of seats within most of the libraries was ten or less. Thus, except for five or six moderate to large libraries, most of the agencies reporting had fairly restricted amounts of space and seating.

Perhaps the most significant information pertaining to agency libraries is the amount of financial support provided for their operation. During fiscal year 1974, the amounts spent by sixteen libraries for library acquisitions totaled $130,228 (some libraries were only able to estimate expenditures). The figures ranged from a high of $45,000 (Transportation Department) to a low of $1,000 (estimated by three agencies). The general low level of support is reflected by the fact that although the average figure is $8,129.25, half of the libraries received less than $3,000 during this period. Eleven libraries spent less than $5,000, and four others allocated between $8,000 and $24,800 for new materials.

Of the twenty-two libraries reporting, only three indicated that the acquisition budget for the library was a separate line item on the agency budget. Of these three, one reported a high level of support (over $13,000), one low ($2,500) and the third did not report a dollar figure.

A number of general conclusions emerge from an analysis of the data presented in this chapter. When the figures for acquisitions, personnel, space and budget are considered in the aggregate, it is apparent that fewer than five agency libraries have significant resources and services. Perhaps another six agencies have moderate resources for library services. The remaining twelve libraries appear to have very little resources in terms of staff, collections, budget, and space. One of the clear inferences from these data is that none of these libraries seems big enough to stand alone. This conclusion is reinforced by the fact that the four largest libraries (Health, Law, Commerce and Mental Hygiene) are among the heaviest State Library users.

Perhaps the most significant aspect of these agency libraries is the fact that they exist. The data presented in this chapter indicate that at least twenty-three agencies perceive information needs that require the convenience, responsiveness and timeliness of on-site service. The continued existence of these agency libraries, even with their low levels of resources and support, is testimony to continued perception of such needs. Planning for state agency information services will need to take this perceived need into account and develop an efficient and effective mechanism for meeting it.

The development of such a mechanism provides a challenge and an opportunity for leadership, guidance, support and encouragement by the State Library. Although evidence collected in this survey indicates agency library resistance to any restrictions on its independent role, there is also strong evidence of an interest in cooperative resource sharing. At the very least these libraries provide a focal point for information services within those agencies which have them, and any State Library planning an improved system of state agency information services and networking should be undertaken in close conjunction with the agency libraries.

CHAPTER VI AGENCY NEEDS

Although the primary objective of this study was assessment of the scope of existing agency library services in the Albany area, an important secondary goal was to acquire data regarding information needs of government personnel. Despite the fact that a systematic study of information needs of randomly selected subjects was not feasible with available funds, directions for future research were identified through a probe of selected agency personnel to determine their perceptions of the information needs of their agencies.

For this purpose, a special questionnaire (Appendix V) was sent to representatives of forty-four agencies. These representatives (referred to as "agency representatives" throughout this chapter) were designated by agency top management to serve as liaison with the study. As a result, the areas of respondents' responsibility ranged from public relations to research. Respondents from agencies with libraries were usually also responsible for the administrative supervision of the library.

The questionnaire contained many of the same queries directed toward the library staffs. A comparison of responses should have revealed potential differences in points of view. However, in many instances, the agency official completed the questionnaire with the assistance of the librarian. Consequently, there was a general consistency among the responses of agency officials and agency librarians. Nevertheless, since this group of agency officials was twice as large (44) as the agency library group (22), agencies without libraries did influence the perspective of the aggregate responses.

The questionnaire developed for agency representatives was distributed before the agency library questionnaire. This was due to the necessity of determining the location of some of the smaller agency libraries and collections. The questionnaire went through several revisions before and after a general meeting held to inform participants of the study. Suggestions made during the meeting were incorporated, and the questionnaire was subsequently tested on several agencies and further revised. Despite these efforts, analysis of the results indicate that the survey instrument contained more weaknesses than desirable, particularly in its failure to yield "forced choice" ranking of responses. Sampling limitations also proscribe the possibility of broad generalizations; however, the resulting data have been useful for management purposes as well as for suggesting areas for future research efforts.

For all questions, respondents were given optional values of "essential", "desirable", "not desirable" and "don't know". For the question concerning perceived information needs of agency personnel, the categories identified as "essential" appear to yield the most useful data. Figure 4 shows the responses to this question ranked according to the proportion of agency respondents and agency librarians assigning values of "essential"

Figure 4

QUESTION #1: INFORMATION NEEDS OF ALBANY OFFICE CONSIDERED ESSENTIAL

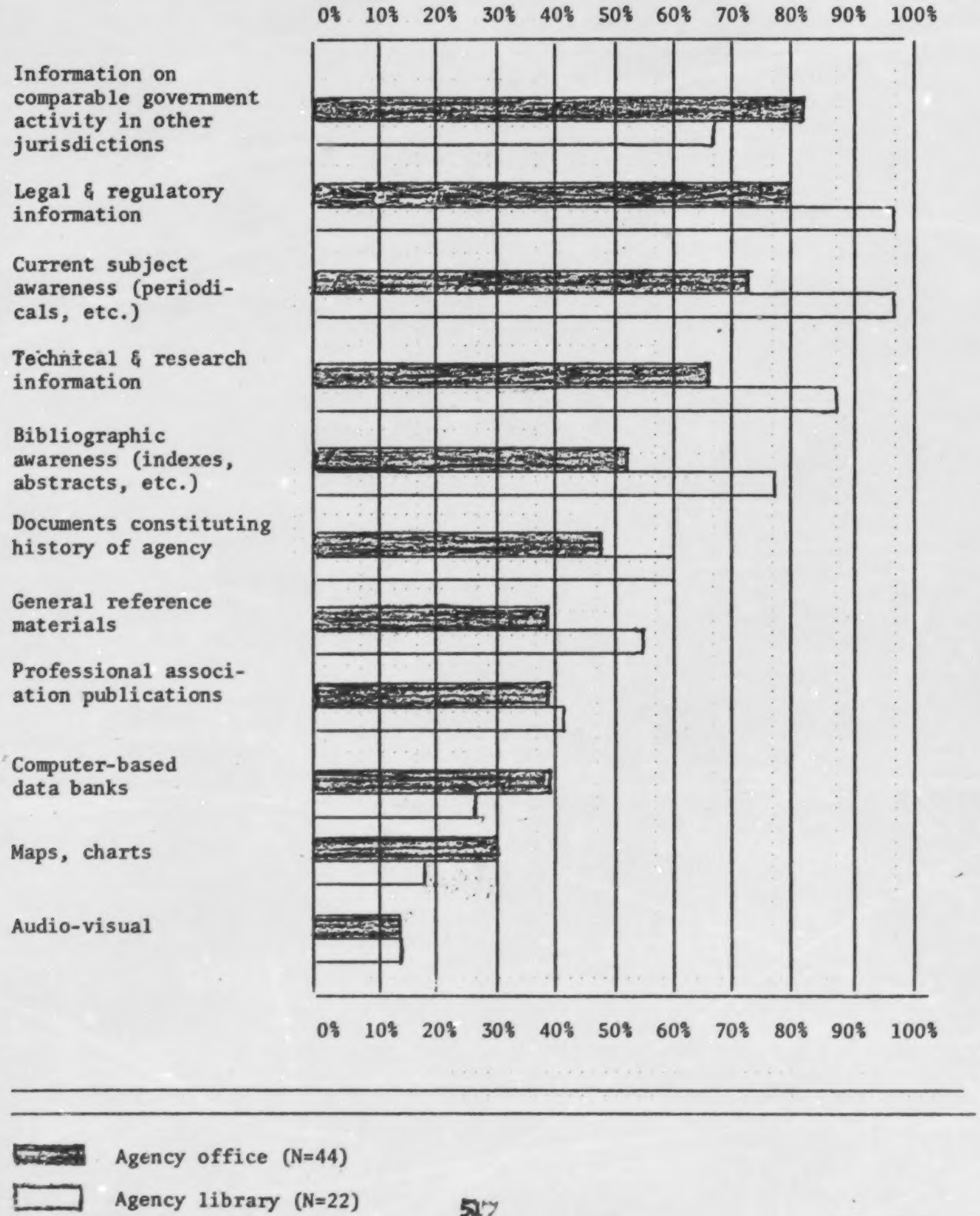
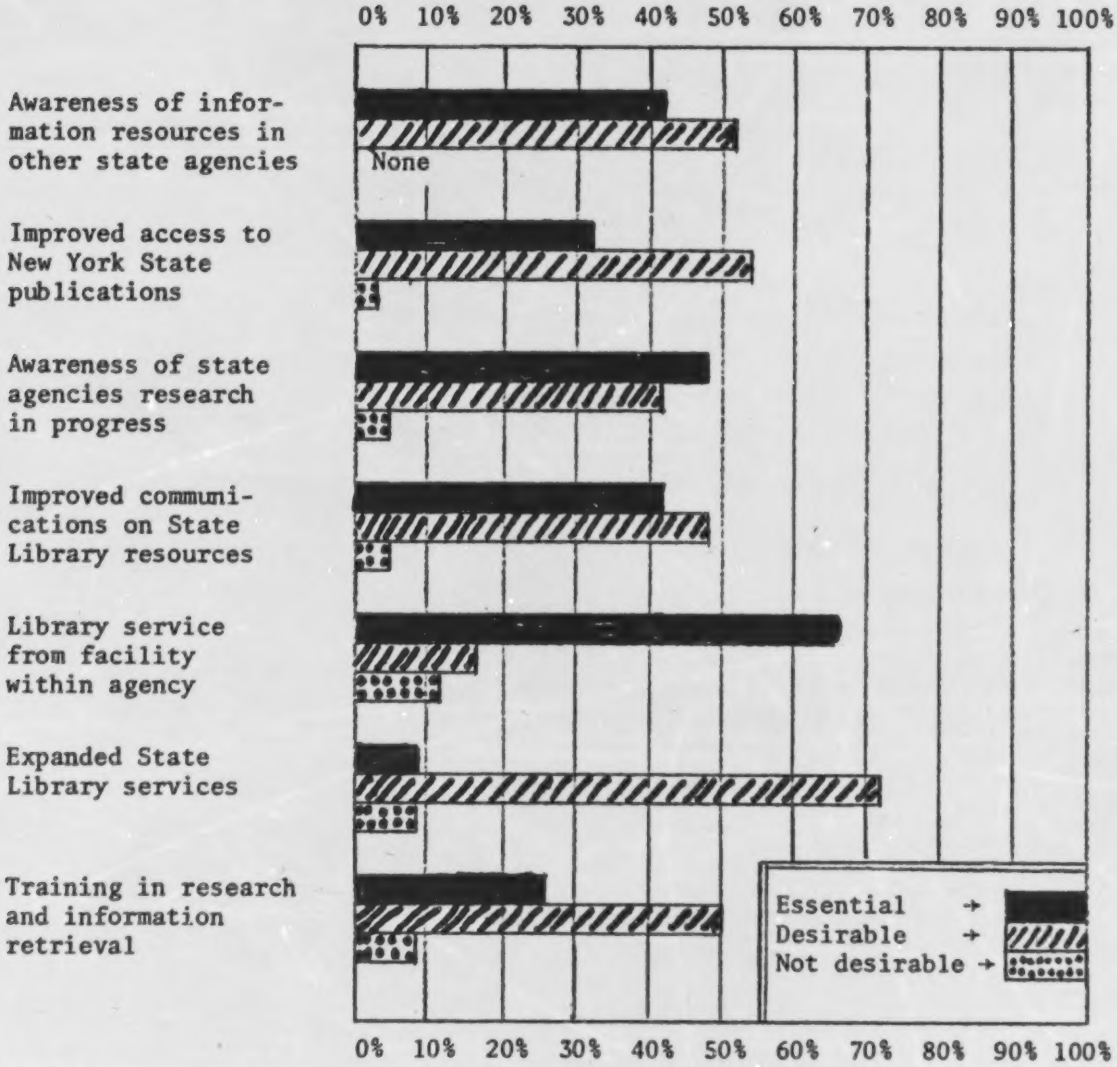


Figure 5

QUESTION #2: INFORMATION SERVICE NEEDS (N=44)



to various kinds of information sources, while Appendix X a and b shows the responses to all value levels.

With one exception, the rank ordering of the librarians and agency representatives appears to be consistent. The major exception is information related to other government jurisdictions. This category ranked first according to the agency representatives, but fell to fifth place among the librarians. This difference might be accounted for in a variety of ways, including the small sample sizes, interpretation of terms, or the fact that this type of material may often be more current than is usually available in the library. Another type of material that is also usually identified with a government source is legal and regulatory material. This ranked second with both librarians and agency representatives.

Based on these results, it would appear reasonable to conclude that state and other government document material should receive the highest priority in the design and delivery of information services to state government personnel. In as much as there is a serious lack of overall bibliographic control over municipal, state and other governmental publications, the mere identification of the existence of this material is a primary problem. The second problem is the acquisition and organization of these materials; and the third, is the development of a delivery system to place the needed information in the hands of the right person at a time, place and in a format acceptable to the receiver. The magnitude of these tasks extends beyond the boundaries of New York State and the personnel resources of the State Library. Nevertheless, meaningful progress can be achieved through close cooperation between the State Library, agency libraries, and possible agency information specialists in agencies without libraries.

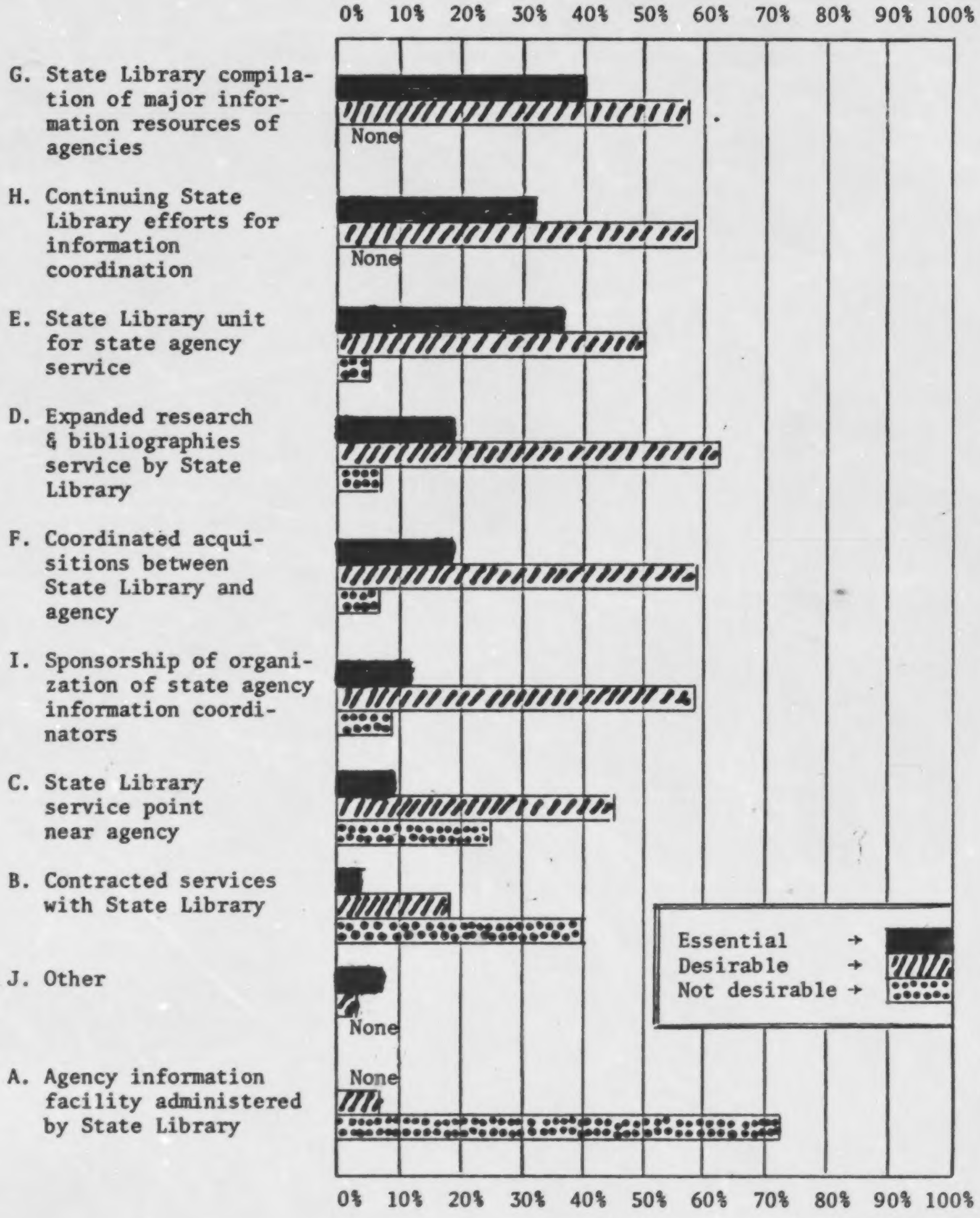
Two other categories--current awareness (journal material) and technical and research reports--were ranked high by a signficant proportion of all respondents. This would suggest that coordinated experimentation with a form of selective dissemination of information (SDI) system would be an appropriate area for study and possibly a pilot project.

Using the responses to this question as a base, further research would be useful in constructing a taxonomy of agency information needs, matching level and category of need with agency functions, number and type of staffing, and other factors.

Question #2 attempted to assess the needs of state agencies with respect to information services which either exist at present or could be developed (Appendix X-c). An analysis of the data in Figure 5 suggests several tentative conclusions. Although the largest number of respondents ranked the provision of library services from a facility located within the agency as essential, responses to this category correlate highly with the existence of a library within an agency. Thus, nineteen agencies with some type of library indicated that their continued existence was "essential". Only ten of the remaining agencies considered an in-house facility "essential". In fact, 11% of the responses

Figure 6

QUESTION #3: POSSIBILITIES FOR STATE LIBRARY ASSISTANCE
IN MEETING AGENCY INFORMATION NEEDS (N=44)



indicated that this in-house service was "not desirable". Agencies indicating an "essential" need for their own library facility also felt that expanded State Library services to their agencies was "desirable". Awareness of information resources in other state agencies and in the State Library were high in order of preference, but more agencies accorded a higher priority to the need for specific information about research in progress in other agencies. Training in research and information retrieval was cited as less than "essential" by over two-thirds of the respondents. Responses to this question also correlated highly with the variable of whether an agency had a library. In summary, it would appear that continued maintenance of in-house facilities where they exist is considered essential, with expanded State Library services a desirable supplement.

Although the responses to question 3 (Figure 6 and Appendix V-d) about expanded State Library services were not enthusiastic at the "essential" level, most agencies indicated that this development would be "desirable". The strongest affirmative support was identified with State Library compilation of a union list of agency resources. The existence of such a list would serve as a data base for the development of a plan for coordinated acquisitions among the agencies and the State Library. An important factor in this list would be a supplementary directory of agency researchers and their areas of expertise. The resource directory (Appendix XI), developed as a part of this study, is a beginning in this direction.

The strong feeling about the preservation of the autonomy of agency libraries indicated in Chapter IV was confirmed by the general negative response to the suggestion in Question 3 for an agency facility administered by the State Library, although two agencies indicated such a facility might be desirable. On the other hand, the suggestion for a special unit within the State Library to serve the needs of state agencies was endorsed by most of the agencies as either "essential" or "desirable". Other suggestions that received high positive responses were: continued efforts at information coordination; coordinated acquisitions among agencies and the State Library; expanded research and bibliographic services; and sponsorship of an organization of state agency information coordinators.

Question #4 was designed to probe the reasons why agency personnel would ignore the State Library or an agency library, by-passing it to seek information directly from non-library sources.

Table 10

QUESTION #4: REASONS FOR SEEKING INFORMATION DIRECTLY FROM ANY NON-LIBRARY SOURCE SUCH AS OTHER GOVERNMENT AGENCIES, PROFESSIONAL, BUSINESS, LABOR, OR CIVIC ORGANIZATIONS (N=44)

Categories	Very important	Important	Not important	Don't know	No response
A. Published information too recent to be available from library source	68% (30)	12% (5)	4% (2)	12% (5)	4% (2)
B. Needed information is supplied more promptly by non-library sources	41% (18)	30% (13)	13% (6)	12% (5)	4% (2)
C. Agency staff prefers information from subject experts	41% (18)	41% (18)	9% (4)	4% (2)	4% (2)
D. Agency staff lacks awareness of library sources of information	15% (7)	25% (11)	30% (13)	18% (8)	12% (5)
E. Other	11% (5)	--	--	--	89% (39)

Not surprisingly, over two-thirds of the respondents indicated that a "very important" factor in seeking information from a non-library source was that the information desired was thought to be too recent to be available from library sources, while 12% indicated that this was an "important" factor in this decision. A further probe of this conclusion is warranted to determine what types of information are required, how often this type of information is sought, and which sources are most frequently contacted.

The fact that over two-thirds of the respondents indicated that information being available more promptly from non-library sources was either a "very important" or "important" factor in the decision process also suggests a need for further research. Again, the need for further information regarding the sources, types of information, and means of access should be probed to determine whether this process for acquiring information is actually better (i.e. faster and more efficient) than can be provided by the library, or whether the library can alter its procedures to serve these needs. In addition, it should be determined whether agency personnel use non-library sources because of an erroneous perception of the library's ability to satisfy their information needs within an acceptable time-frame.

Over 80% of the respondents indicated that they "preferred" receiving information from subject specialists, presumably the producers of information. While these figures reflect the findings of other research regarding the information seeking behavior of scholars, the primary justification for this choice was found to be convenience of access.[1] Further analysis is warranted to determine whether this pattern also applies to agency personnel, whether this information seeking is effective and whether the library can improve, modify or supplement it in any meaningful way.

More than one-third of the respondents indicated that a lack of awareness of library sources of information was a significant factor in the decision to seek information from non-library sources. These data also suggest the possibility that agency personnel ignore the library as a resource for a variety of information problems beyond the scope of Question #4. These data clearly indicate the need for a major effort to publicize available library resources and services through a variety of means.

In summary, responses to this question appear to have provoked more questions than answers. However, the data provides hints as to the direction of further investigation. The elusiveness of the data inhibit any serious conclusions beyond the obvious fact that users perceive an area of information need (of unknown dimensions) beyond the scope of the library. Whether this perception is true or not remains an open question.

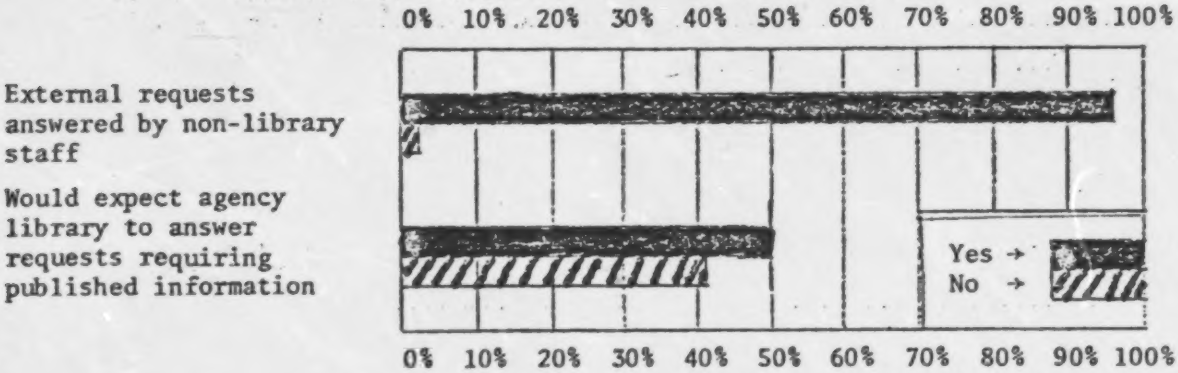
Question #5 was designed to determine to what extent agency personnel were providing information to outside users. (Figure 7 and Appendix X-c).

---

[1] Dougherty, Richard M. & L.L. Blonquist. Improving access to library resources. Metuchen, N.J.: Scarecrow, 1974.

Figure 7

QUESTION #5: DO NON-LIBRARY STAFF OF THE AGENCY PROVIDE INFORMATION TO ANSWER EXTERNAL INFORMATION REQUESTS? (N=44)

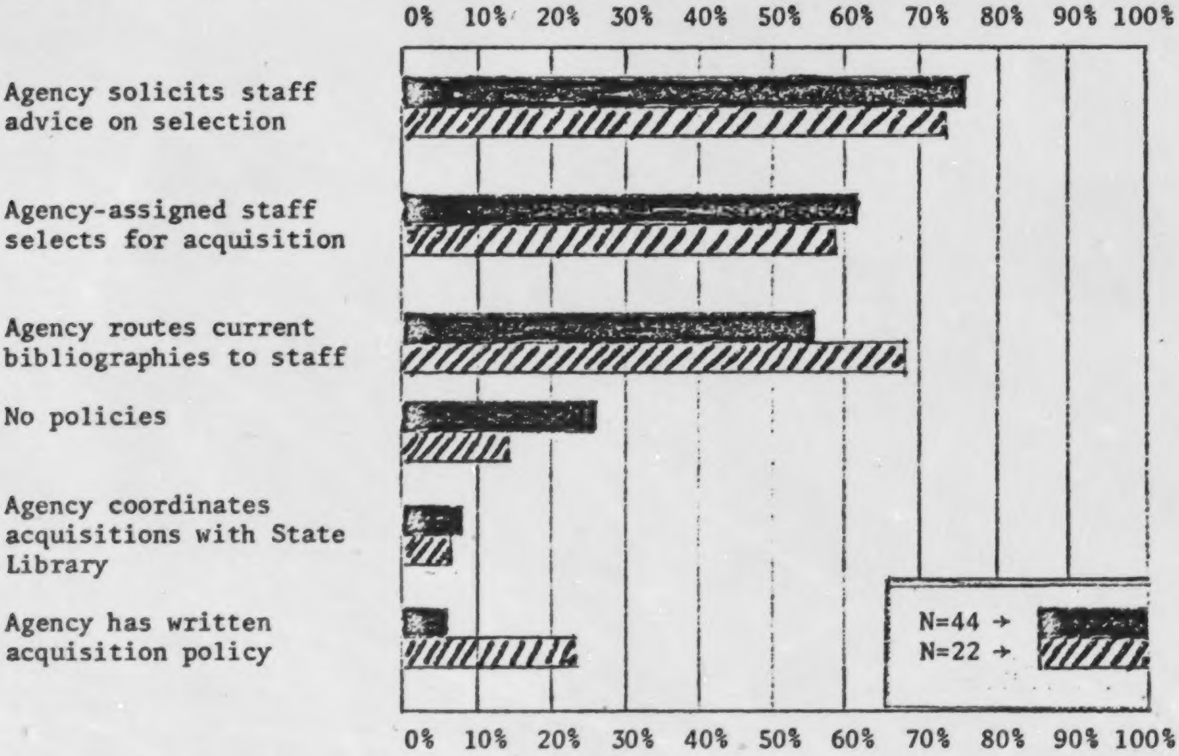


Almost every respondent indicated that this service was currently being provided in their agencies. No attempt was made to determine the nature of the information requests nor from whom these requests were originating. Half of these respondents indicated that their agency library would be expected to satisfy any information request appropriate to the resources of their library. This number corresponds with the number of agencies with organized libraries.

Question #6 corresponds to Question #3 of the agency library questionnaire. (Figure 8 and Appendix X-c).

Figure 8

QUESTION #6: AGENCY POLICIES GOVERNING SELECTION OF INFORMATION MATERIALS (N=44)



As can be seen, there appears to be a discrepancy between librarian and agency representative responses to these queries. Perhaps the significant element indicated is the general lack of communication about existing policies and procedures within the library. There appears to be some form of organized system for acquiring material in most agencies, but it is evident that the existence of carefully articulated policies and procedures is not common among agencies, with or without libraries.

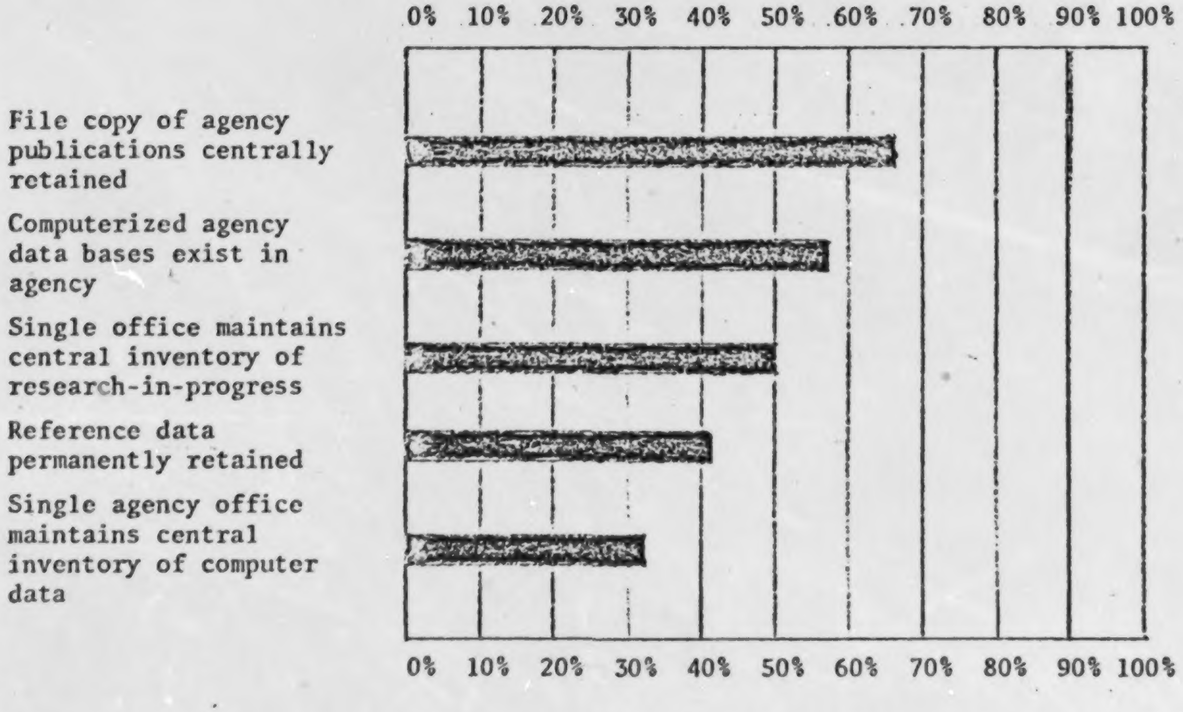
Thirty-one agencies indicated that the agency had a library available to all agency staff. Ten of these agency libraries were under the supervision of professional librarians. Of the remaining group slightly less than half consisted of a casual collection of material. Twenty-six agencies indicated some form of central control over the agency's purchased acquisitions.

Despite the figures cited, it is reasonable to conclude that a wide variety of patterns, procedures and policies, or lack of them, exist among these agency libraries and collections. Consequently, any State Library effort at coordination, standardization, and training would add significantly to the inter-agency utilization of resources and services.

Question #12 was designed to elicit information about agency handling of information produced within the agency itself (Figure 9 and Appendix X-f).

Figure 9

QUESTION #12: AGENCY INFORMATION SURVEY. RESOURCES: COLLECTION DATA (N=44)



Surprisingly, only two-thirds of the agencies indicated that file copies of in-house publications were retained by the agency. Since data contained in these documents may be the information most often needed by an agency, it is logical to suggest that immediate efforts should be made to establish a mechanism for every agency to achieve bibliographic control over its own products. By doing this, it will also be possible for these state agencies to comply with the state depository law which requires that copies of agency publications be deposited in the State Library.

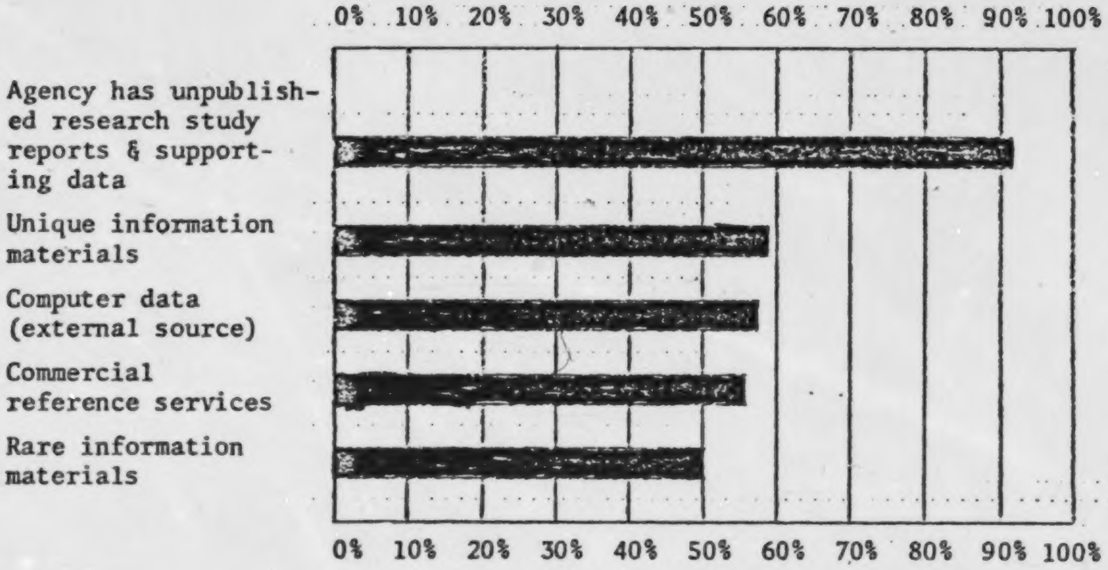
Over half of the respondents indicated that a computerized data base existed within the agency. It is reasonable to assume that there may be duplication among these data bases. On the basis of the responses to earlier queries in this survey, it is likely that staff from other agencies would benefit from access to these data bases.

Other aspects of the extent to which agencies collect and produce data were reflected in questions relating to maintenance of reference data and research-in-progress. From a third to a half of the agencies responded in the affirmative to these questions. Thus, these data reinforce earlier conclusions and recommendations that a State Library effort at coordination and dissemination of information about data located in agency files, computers and publications is warranted as an immediate activity.

Question #13 continued the probe regarding the scope and varieties of resources and information contained in agency offices. The data for these queries are summarized in Figure 10 and Appendix X-f.

Figure 10

QUESTION #13: AGENCY INFORMATION SURVEY. RESOURCES: COLLECTION DATA (N=44)



A data source of unknown scope and value is reflected in the affirmative responses to the question regarding unpublished research study reports and supporting data. Needless to say, a serious analysis of these data would be necessary before any significant action should be taken.

Rare and unique information materials are owned by over half of the agencies. The variety of perceptions of what materials the respondents considered "rare" and "unique" would suggest caution in drawing any conclusions from these data. Again, a further analysis of these materials is necessary before a plan for further action can be seriously considered.

Computer data bases generated externally are in the possession of over half of the agencies. Similarly, over half of these agencies subscribe to or own other commercial reference services. As with other resources suggested above, these data bases, whether machine based or printed, should be analyzed and identified in a directory. With this initial effort, the basis will exist for developing a variety of coordinated efforts for maximum utilization on either short or long range terms.

Question #14 requested an opinion about such a directory. The respondents from 82% (36) of the agencies indicated strong support for this effort and a willingness to provide data regarding agency materials to be listed in the directory.

In summary, data presented in this chapter suggest that there is an important and perceived need for information services within state agencies. These data also support the conclusion that the type of information needed most frequently is legal and regulatory and information relating to counterpart agencies in other jurisdictions.

Agency representatives are enthusiastic about suggestions for State Library services that supplement in-agency activities and do not imply any possibility of State Library control. However, there is also a desire for State Library leadership in coordinating agency efforts, in preparing union lists, and disseminating information about research-in-progress among the agencies. A valuable aid to agency activity would be the creation of a special unit within the State Library that would serve as a mediator or focal point for relating agency needs to available services in the State Library.

The need for further research in a variety of areas relating to agency personnel information seeking behavior and needs was clearly indicated by the data generated in this chapter. This is especially necessary as it related to information sought from non-library sources.

Information in this chapter also indicates the existence of a possibly extensive amount of useful data in files and machine readable form that is available in the various agencies. Further analysis regarding the content, scope, validity and potential broad utility of these data bases must be undertaken before serious planning regarding the possible development of a system for dissemination can be undertaken.

CHAPTER VII

CONCLUSIONS AND RECOMMENDATIONS

In most states, the development of information services to state government has not kept pace with the development of field and statewide library services. In New York State, the New York State Library is the major information resource available to New York State government, offering a wide array of resources and services, while most agency libraries are weak and inadequately supported. These agency libraries, nevertheless, are valuable resources, and can serve as focal points in their agencies for information service planning and networking. Some agency libraries contain valuable specialized resources and/or can provide access to such resources elsewhere in the agency. State agency staff place a high value on convenience of access to information sources. Such staff rated the following informational materials of most interest: comparable activities in other governmental jurisdictions, current awareness, technical and scientific, and legal and regulatory.

In developing recommendations to improve this situation, there is value in looking at two recent parallel developments in other areas of library service: networking and outreach. Models in other states indicate that several administrative and operating modes of on-site service are possible. There is a need to define further the levels of service and information needs required by state agency personnel, and an attempt should be made to construct a taxonomy of state agency information needs.

Recommendations:

1. An interagency committee should be formed to assist in planning and networking.
2. An office should be established in the state library for coordination and the development of special services.
3. Several levels of on-site agency services should be experimentally implemented.
4. Further in-depth research to define and classify the information needs of state agencies is needed.

APPENDIX I

SURVEY FORM: LIBRARY AGENCIES IN OTHER STATES

THE UNIVERSITY OF THE STATE OF NEW YORK
THE STATE EDUCATION DEPARTMENT
ALBANY, NEW YORK 12224

ASSISTANT COMMISSIONER FOR LIBRARIES

THE NEW YORK STATE LIBRARY

TO: Heads, State Library Agencies

FROM: Peter J. Paulson, Director, New York State Library

SUBJECT: State Library Services to State Government Agencies Survey/Questionnaire

Every state library agency is rendering reference and information services to its various government institutions within the limitations imposed by budget and staff. The 1973 Survey Project Report of State Library Agencies as compiled by Donald B. Simpson is an excellent and comprehensive inventory of just such library services. What we seek to learn, however, is in what way state libraries are engaged in special activities with various units of state government.

Our consultant, Roger H. McDonough, New Jersey State Librarian, has deliberately constructed the attached questionnaire with a minimum of questions. Please take a minute of your time to complete the survey and return it no later than November 8, 1974. This will enable us to analyze and interpret the results before the next COSLA scheduled for November 25-26 in Atlanta.

Your cooperation will be greatly appreciated.

In preparation for the move to its new building in 1977, the New York State Library, with the assistance of a grant from the Council on Library Resources, is making an intensive study of state government information services with a view to improving its existing capabilities. As the project proposal notes, the object of the study is to develop:

> "A coordinated plan for providing information services to state government, including Executive Agencies, the Legislature, and the Judiciary. It proposes to survey existing agency information resources, to identify needs, to establish the extent of present coordination and planning, and to identify ways in which the information needs of state government can be met more effectively and efficiently . . . . The study will not cover state institutions (correctional, mental or health), nor will it be concerned with services rendered by public or academic libraries to their normal constituencies....
>
> The increasing importance of state government in the Federal system, the broadening scope of activities and interests of state government, and the rapid growth of information resources available make this study of significance outside of New York State. State library agencies are universally concerned with the provision of adequate information services to state government, and the 1970 Standards for Library Functions at the State Level states positively that: 'a high level of information and reference service for government agencies, courts and studies must be maintained by the state'. In itself, the survey of exemplary activities in other states will have significance to an audience wider than New York State. Although the primary focus in the remainder of this study will be on New York State, it is expected that the results will be adaptable and usable in other states."

New York State Library is seeking to identify state library agencies which have placed special emphasis on service to state agencies. Questionnaires returned by November 8, 1974 will be analyzed and interpreted before the next meeting of COSLA scheduled for November 25-26 in Atlanta.

________________________(State)

SURVEY OF STATE LIBRARY SERVICES TO STATE GOVERNMENT AGENCIES

Survey does not include services to state institutions (correctional, mental or health)

Cooperative Relationships

1. Does State Library maintain or directly administer libraries for any other government units?

Yes ______ No ________

If yes, please explain.

Acquisitions and Technical Processing

2. a) Does State Library coordinate purchases of library materials for other government agencies?

Yes ______ No ______

b) Does State Library provide centralized cataloging for materials acquired by State Agencies?

Yes ______ No ______

c) Does State Library maintain union lists of State Agency holdings to include:

1) Books and Documents

Yes ______ No ______

2) Serials

Yes ______ No ______

Please describe any variations of above.

General Information and Reference Service to State Agencies

3. Does State Library provide the following services to State Agencies?

a) Distribute acquisition lists and provide other current awareness services?

Yes ______ No ______

b) Prepare and distribute subject bibliographies?

Yes ______ No ______

c) Provide "spot research" services to legislators and/or agency personnel?

Yes ______ No ______

Automation

4. a) Are you involved in any library automation activities which are available to other State Agencies?

Yes ______ No ______

b) Technical Service (housekeeping)?

Yes ______ No ______

c) Information Retrieval?

Yes ______ No ______

Training

5. Do you provide training sessions for other State Agency personnel such as:

a) Orientation and indoctrination sessions in library?

Yes ______ No ______

b) On-site "in service" training?

Yes ______ No ______

If yes, please describe.

Other Services

6. Please describe any other innovative programs which would be relevent to this survey.

Under separate cover please send samples of any available printed materials that bear directly on your services to State Agencies.

10/22/74

APPENDIX II

FIRST WORKSHOP FOR NEW YORK STATE AGENCIES

THE UNIVERSITY OF THE STATE OF NEW YORK
THE STATE EDUCATION DEPARTMENT
OFFICE OF THE PRESIDENT OF THE UNIVERSITY
AND COMMISSIONER OF EDUCATION
ALBANY, NEW YORK 12224

September 25, 1974

Dear

In preparing for the relocation of the New York State Library to the Empire State Plaza, we need the participation of your agency in a review of the information needs and resources of New York State government.

An important mission of the New York State Library is the provision of information service to State government. Our concern is to reassess the Library's capabilities and performance, based on the evaluation of its present services and potential contribution to the information needs of your agency.

We request your cooperation in designating a staff member, familiar with your agency's information needs, to whom we may send a questionnaire and subsequently contact for an interview. We are interested also in any personal comments you might make.

An orientation session is scheduled at the Legislative Office Building, Assembly Hearing Room C, on October 17, 1974 at 9:00 a.m. At that time, we will review the present State Library service program, including access to computer-based information resources.

If you have any questions, please contact Peter Paulson, Director of the New York State Library, at 474-7381. We shall appreciate your returning the enclosed form to him by October 4, 1974. It is our hope that your cooperation in our project will result in expanded services to your agency by the State Library.

Faithfully yours,

Ewald B. Nyquist

Enc.

THE UNIVERSITY OF THE STATE OF NEW YORK
THE STATE EDUCATION DEPARTMENT
ALBANY, NEW YORK 12234

STATE AGENCY INFORMATION SERVICE SURVEY

Agency: ______________________________

Designated Representative:

Name: ______________________________

Title: ______________________________

Unit Within Agency: ______________________________

Official Address: ______________________________

Room Number: ______________________________

Telephone Number: ______________________________

Appointing Officer:

Name: ______________________________

Title: ______________________________

Signature of Appointing Officer: ______________________________

Date: ______________________________

PLEASE RETURN TO PETER J. PAULSON,
DIRECTOR OF THE NEW YORK STATE LIBRARY,
BEFORE OCTOBER 4, 1974

Information Services to State Government

WORKSHOP PROGRAM
October 17, 1974
9:00 AM - 3:30 PM

Morning Session:
Legislative Office Building, Assembly Hearing Room "C"

9:00 - 10:00 WELCOME: John Humphry
Assistant Commissioner for Libraries

AUDIO VISUAL PRESENTATION: The New York State Library

Speaker: Robert Stewart
Principal Librarian

10:00 - 10:30 COFFEE BREAK

10:30 - 11:30 PRESENTATION: Improving Information Services to State Agencies: The State Library Survey

Speakers: Peter Paulson, New York State Library
Edwin Albrecht, New York State Education Department
Roger McDonough, New Jersey State Library
Roger Greer, Syracuse University Library School

Afternoon Session:
The New York State Education Building, Chancellor's Hall

1:00 - 2:30 Discussion Group
Roger McDonough
Roger Greer

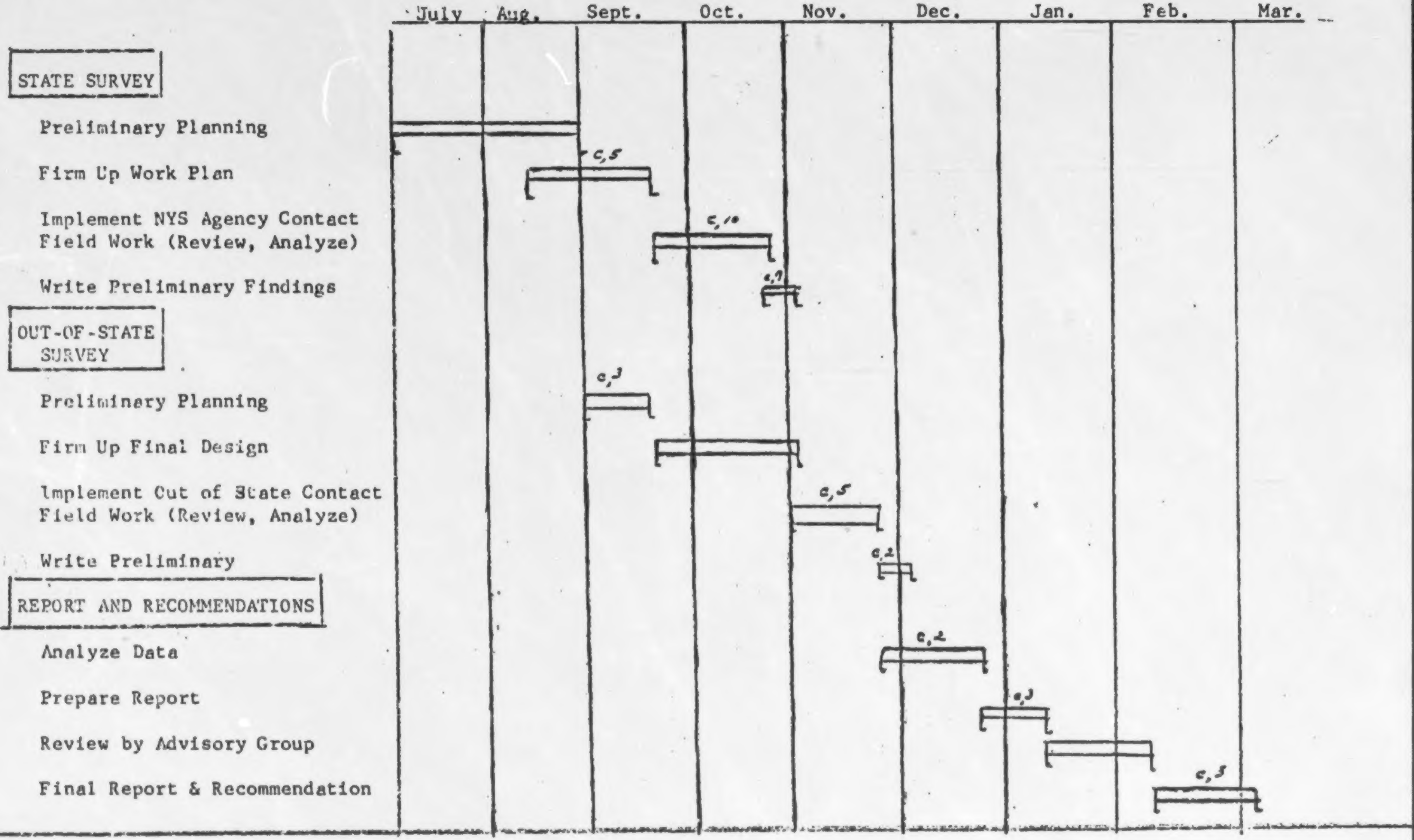
Tour Groups
Demonstration Sessions, Computer - Based Information Equipment

2:30 - 3:00 Cider and Donuts

3:00 - 3:30 Recapitulation and Question Session

7-19-74

Survey of Information Services to State Agencies



Project Leader
Librarian

NOTE: Consultant - 40 days
2 Research Aides } - Sept. 1 - Jan 31, 1975
1 Librarian }
1 Analyst - Oct. 1 - Dec. 31,1974

Survey of Information Services to State Agencies

Schedule

Duration: 37 weeks: July 1, 1974 - March 10, 1975

Manpower:
1 - Analyst
1 - Librarian
1 - Consultant
2 Research Aides
1 Typist

		Estimated Time		
Function	Personnel	Starting Date	Work Days Consultant	Completion Date
I. State Survey				
A. Preliminary Planning	Committee	7/1/74		8/30/74
1. Define Scope				
2. Establish relation to DOB				
3. Propose Advisory Committee?				
4. Choose Consultant				
B. Evaluate existing data				
C. Adopt schedule and work plan (design)				
1. Present schedule				8/12/74
2. Assign staff				8/26/74
D. Firm up work plan (design)	Committee, Research Aides, Consultant	8/12/74		9/23/74
1. Methodology-set up schedules			5 days	
2. Forms				
3. Letter				
E. Implement	Consultant, Analyst Librarian, Research Aides			10/23/74
1. Mail letters		9/23/74		
2. Conduct Telephone survey				
3. Seminar:NY Times Data Base				
4. Consultant Contacts			10 days	
5. Interviews				
6. Follow-up Visits				
F. Review and Analyse	Consultant, Analyst Librarian, Research Aides	10/23/74	7 days	11/1/74
G. Write preliminary findings	Consultant, Research Aides			

Function	Personnel	Starting Date	Estimated Time Work Days Consultant	Completion Date
II. Out of State Survey				
A. Preliminary Planning	Consultant, Analyst Librarian, Committee	9/1/74		9/23/74
1. Telephone Survey	N.Y.S.L.		3 days	
2. Evaluate existing data				
B. Firm up work plan	Research Aides	9/23/74		11/1/74
1. Methods				
2. Forms				
C. Implement	Consultant, Analyst Librarian	11/1/74	5 days	11/25/75
1. Contacts				
2. Interviews				
D. Review and Analyze	Consultant, Analyst Librarian		2 days	
E. Write Preliminary Summary & Conclusions	Consultant, Research Aides	11/25/74		12/2/74
III. Report and Recommendations				
A. Analyze Data	Consultant, Analyst, Librarian Research Aides	11/25/74	5 days	12/23/74
B. Prepare Report	Consultant	11/21/74		1/13/75
C. Review Report	Advisory Group	1/13/75		2/10/75
D. Final Report and Recommendations	Consultant	2/10/75	3 days	3/10/75

APPENDIX III

SURVEY FORM: NEW YORK STATE AGENCY LIBRARIES

THE UNIVERSITY OF THE STATE OF NEW YORK
THE STATE EDUCATION DEPARTMENT
ALBANY, NEW YORK 12224

ASSISTANT COMMISSIONER FOR LIBRARIES

THE NEW YORK STATE LIBRARY

November 18, 1974

Dear

Your agency head has authorized participation by your agency in the State Library's survey of information needs and resources of New York State Government. Accordingly, the attached questionnaire is being sent to library and research collections in your agency.

In addition to providing your evaluation of agency information needs, your response to the questionnaire will supply necessary detail on your collection's resources. Follow-up interviews may also be utilized to gather additional data.

Please return your completed questionnaire by 1974 to:
Ms. Dorothy Butch
Library Administration Office, Room 201
State Education Building
Albany, New York 12234

If you have any questions, please contact Miss Butch at 474-8694.

Your cooperation in the interest of improved information service to state government is appreciated.

Sincerely,

Peter J. Paulson
Director of New York
State Library

Enc.

Form B
ID____

NEW YORK STATE LIBRARY STATE AGENCY INFORMATION SURVEY
CENTRAL LIBRARY/OFFICE COLLECTION SURVEY
ALBANY OFFICE ONLY

Please return the completed questionnaire in the enclosed self-addressed envelope no later than to:
Dorothy Butch, Library Administration Office, Room 201, State Education Building,
Albany, New York 12234

Name of Agency:____________________

Identification of Collection: (check appropriate box)
Central Library ☐ Office collection ☐

Administrative Unit Name:____________________
Location:____________________
Name of Collection Supervisor,Civil Service Position Title:
____________________Telephone:__________

PART 1: INFORMATION NEEDS OF AGENCY'S ALBANY OFFICE

1. Rank on a scale from 1 to 4 in the space provided types of information needed by your agency.
(1. essential 2. desirable 3. not desirable 4. don't know

	1	2	3	4
A. General reference materials (Directories, encyclopedias,etc.).	☐	☐	☐	☐
B. Bibliographic awareness (indexes, abstracts, catalogs,etc.)...	☐	☐	☐	☐
C. Current subject awareness (periodicals, looseleaf services)...	☐	☐	☐	☐
D. Information on comparable governmental activity in other jurisdictions........	☐	☐	☐	☐
E. Professional associations' publications........	☐	☐	☐	☐
F. Legal and regulatory information........	☐	☐	☐	☐
G. Technical and research information	☐	☐	☐	☐
H. Documents constituting your agency's history........	☐	☐	☐	☐
I. Maps, charts........	☐	☐	☐	☐
J. Computer-based data banks (e. g. US Census, N. Y. Times, ERIC, MEDLINE)........	☐	☐	☐	☐
K. Films, Slides, other audio-visual materials........	☐	☐	☐	☐

L. Other: (Specify)

Form B
ID_____

2. Rank on a scale from 1 to 4 in the space provided needs for improved services from the State Library:
(1: essential 2: desirable 3: not desirable 4: don't know)

		1	2	3	4
A.	Faster inter-library loan response........................	☐	☐	☐	☐
B.	Subject access to official publications of New York State agencies...	☐	☐	☐	☐
C.	Research and bibliographic publications..................	☐	☐	☐	☐
D.	Coordinated acquisitions between the State Library and your collection..	☐	☐	☐	☐
E.	A State Library unit to handle information requests from state agencies..	☐	☐	☐	☐
F.	Shared cataloging between your agency and State Library....	☐	☐	☐	☐
G.	Centralized processing services provided by State Library..	☐	☐	☐	☐
H.	Distributed lists of major new State Library acquisitions..	☐	☐	☐	☐
I.	Training in use of State Library's resources...............	☐	☐	☐	☐
J.	Regular meetings of state agency information community.....	☐	☐	☐	☐
K.	Access in your agency to microfilm of State Library's public catalog..	☐	☐	☐	☐
L.	Other: (Specify)				

3. Check all agency policies governing selection of information materials:

A. Agency has a written policy on selection of information materials... ☐

B. Agency-assigned staff selects needed information materials ☐

C. Agency solicits staff members advice on selection......... ☐

D. Agency routes current awareness bibliographies to staff... ☐

E. Agency coordinates its decisions on acquisitions with State Library.. ☐

F. No policy... ☐

G. Other (Specify)

Form B
ID_____

4. List the units in your agency which are the heaviest users of information:

5. If your agency has information needs not considered above, please describe below:

Form B
ID_____

PART 2: INFORMATION RESOURCES OF AGENCY'S ALBANY OFFICE

6. Data on collection:

A. Estimated number of hard cover volumes (exclude periodicals). ☐

B. Estimated number of periodical titles currently received..... ☐

C. Estimated number of newspapers currently received........... ☐

D. Estimated number of items in pamphlet collection............ ☐

E. How are the collections organized?
1. Cataloged.. ☐
2. Subject indexed.................................... ☐
3. Author records alphabetically arranged.................. ☐
4. Title records alphabetically arranged................... ☐
5. Other: (Specify)

F. Is the collection classified?............................... Yes ☐ No ☐
If yes, identify classification system used:
1. Dewey.. ☐ 2. Library of Congress.. ☐ 3. Combination.. ☐
4. Other: (Specify)

G. Check if collection includes the following:
1. Reference materials, including bibliographies, indexes... ☐
2. Maps.................... ☐ 3. Microforms............. ☐
4. Government publications. ☐ 5. Laws and/or Regulations ☐
6. Technical publications.. ☐ 7. Computer-based data.... ☐
8. Audio-visual materials.. ☐
9. Other: (Specify)

H. Estimate the percentage of your own agency's publications included:
1. 0-25% ☐ 2. 26-50% ☐ 3. 51-75% ☐ 4. 76-100% ☐

I. How are records of your own agency's publications organized?
1. Cataloged.. ☐ 2. Subject indexed.. ☐ 3. Author record.. ☐
4. Title record ☐ 5. None of these.... ☐
6. Other: (Specify)

Do
Yes No Kn

J. Did your agency assume any of the functions of an earlier agency(ies) ☐ ☐

1. If yes, please identify the agency(ies):

2. If yes, does your collection include publications issued by these earlier agencies:..............................Yes ☐ No ☐

K. Does the Central Library in the Albany agency operate branch libraries in other units of the Albany agency?................ Yes ☐ No ☐

Form B
ID____

7. Do the following types of information exist in your collection?

	Yes	No	Don' Know
A. Unpublished research study reports and supporting documents?..	☐	☐	☐
B. Unique resources (only known available copy)........	☐	☐	☐
C. Rare resources..	☐	☐	☐
D. Computer data other than that generated by your agency........	☐	☐	☐
E. Commercially published reference services which currently update a specific subject field...........................	☐	☐	☐
F. Major Indexes..	☐	☐	☐
G. Other: (Specify)			

8. Availability of information materials:

	Yes	No	Don' Know
A. Are collection materials available for loan outside your agency?..	☐	☐	☐
B. Are collection materials available for use within your agency by staff from other agencies?.............................	☐	☐	☐
C. Is reference service extended by your staff to staff of other agencies?..	☐	☐	☐

D. How many hours per week is your collection available for use?. ☐

E. Please check any of the following services offered to your agency's staff:
1. Compilation of subject bibliography...................... ☐
2. User interest notification................................ ☐
3. Compilation of lists of new acquisitions.................. ☐
4. Interlibrary loan... ☐
5. Reference... ☐
6. Photoduplication.. ☐
7. Other: (Specify)

9. Staffing assigned to collection: (attach additional sheets if necessary)

A. Number of full time positions:	Civil Service title
☐	____________________
☐	____________________
☐	____________________
☐	____________________

B. Number Part-time positions	Civil Service title	Estimated hours per pay period
☐	____________________	☐
☐	____________________	☐

Form B
ID____

10. Space and equipment:

	Central Library	Office Collections
A. Floor space (square feet)..........	☐	☐
B. Seating capacity (number)..........	☐	☐
C. Microfilm reader....................	☐	☐
D. Microfiche reader..................	☐	☐
E. Microcard reader...................	☐	☐
F. Duplicating equipment.............	☐	☐

G. Other: (Specify)

11. Finance:

	Yes	No	Don't Know
A. Is your library budget a separate item in the overall agency budget?..........................	☐	☐	☐

B. What was the amount spent on library acquisition of publications (including periodicals) during fiscal year ended March 1974?.................... $ ☐

12. If your agency has information resources not considered above, please describe below:

APPENDIX IV

LETTER TO NEW YORK STATE AGENCY REPRESENTATIVES

THE UNIVERSITY OF THE STATE OF NEW YORK
THE STATE EDUCATION DEPARTMENT
ALBANY, NEW YORK 12224

ASSISTANT COMMISSIONER FOR LIBRARIES

THE NEW YORK STATE LIBRARY

November 13, 1974

Dear

Your agency head has authorized participation by your agency in the State Library's survey of information needs and resources of New York State government. Accordingly, the attached questionnaire is being sent to the officially designated agency information representative, and to other staff members who requested copies; if any of these individuals are from your agency, their names are listed at the bottom of this letter.

In addition to providing your evaluation of agency information needs, your response to the questionnaire will identify agency library and research collection supervisors who will be contacted directly for further information.

To ensure broad agency representation, please exercise your discretion in securing participation from other experts in your agency. Your contribution will help the State Library to better meet information service needs of State government.

Since all subsequent phases of the survey are dependent upon your response, please return your completed questionnaire by November 27, 1974. A self-addressed envelope is enclosed for your convenience.

If you have any questions, please contact Miss Butch at 474-8694. Your cooperation in the interest of improved information service to State government is appreciated.

Sincerely,

Peter Paulson

Peter J. Paulson
Director of New York
State Library

Enc.

APPENDIX V

SURVEY FORM: NEW YORK STATE AGENCY REPRESENTATIVES

Form A
ID______

NEW YORK STATE LIBRARY
STATE AGENCY INFORMATION SURVEY
AGENCY QUESTIONNAIRE

Please return the completed questionnaire in the enclosed self-addressed envelope no later than November 1974 to:

Dorothy Butch
Library Administration Office, Room 201
State Education Building
Albany, N. Y. 12234

Name of Agency:

Address:

Name of Respondent: Position title:

PART 1: INFORMATION NEEDS OF AGENCY'S ALBANY OFFICE

1. Rank on a scale from 1 to 4 the types of information needed by your agency. (check appropriate box)
(1: essential 2: desirable 3: not desirable 4: don't know)

	1	2	3	4
A. General reference materials (Directories, encyclopedias, etc)..	☐	☐	☐	☐
B. Bibliographic awareness (indexes, abstracts, catalogs, etc.)...	☐	☐	☐	☐
C. Current subject awareness (periodicals, looseleaf services.....	☐	☐	☐	☐
D. Information on comparable governmental activity in other jurisdictions..................................	☐	☐	☐	☐
E. Professional associations' publications........................	☐	☐	☐	☐
F. Legal and regulatory information...............................	☐	☐	☐	☐
G. Technical and research information.............................	☐	☐	☐	☐
H. Documents constituting your agency's history...................	☐	☐	☐	☐
I. Maps, charts..	☐	☐	☐	☐
J. Computer-based data banks (e. g. US Census Bureau, N. Y. Times, ERIC, MEDLINE..	☐	☐	☐	☐
K. Films, slides, other audio-visual materials....................	☐	☐	☐	☐
L. Other: (Specify and rank)......................................	☐	☐	☐	☐

Form A
ID_____

2. Rank on a scale from 1 to 4 information services needed by your agency: (check appropriate box)
(1: essential 2: desirable 3: not desirable 4: don't know

		1	2	3	4
A.	Library services from a facility located within your own agency	☐	☐	☐	☐
B.	Expanded State Library services to your agency................	☐	☐	☐	☐
C.	Staff training programs in research and information retrieval..	☐	☐	☐	☐
D.	Greater awareness of major State agency information resources..	☐	☐	☐	☐
E.	Improved communications by State Library of its resources......	☐	☐	☐	☐
F.	Improved access to publications issued by all state agencies...	☐	☐	☐	☐
G.	Awareness of research-in-progress within state agencies........	☐	☐	☐	☐
H.	Other: (describe and rank......................................	☐	☐	☐	☐

3. Rank on a scale from 1 to 4 possibilities for State Library assistance in meeting your agency's information needs: (check appropriate box)
(1: essential 2: desirable 3: not desirable 4: don't know)

		1	2	3	4
A.	Administration by the State Library of an information facility in your agency, financed by your agency.............	☐	☐	☐	☐
B.	Specified contractual services to your agency by the State Library..	☐	☐	☐	☐
C.	State Library information service center near your agency.....	☐	☐	☐	☐
D	Expanded research and bibliographic publications by the State Library..	☐	☐	☐	☐
E.	State Library unit to handle information requests from state agencies..	☐	☐	☐	☐
F.	Coordinated acquisitions between the State Library and state agencies..	☐	☐	☐	☐
G.	A State Library listing of state agencies' major information resources (include staff research expertise).................	☐	☐	☐	☐
H.	Continuing State Library efforts to improve information coordination..	☐	☐	☐	☐
I.	An organized group of state agency information coordinators...	☐	☐	☐	☐

J. Other: (Describe)

Form A
ID_____

4. Does your agency staff seek needed information directly from any non-library source, such as other government agencies, professional, business, labor, or civic organizations?.......................... Yes ☐ No ☐

A. If yes, rank from 1 - 4 the reasons for doing so: (check appropriate box)
(1: very important 2: important 3: not important 4: don't know)

	1	2	3	4
1. Published information is too recent to be available from library source..	☐	☐	☐	☐
2. Needed information is supplied more promptly by non-library sources..	☐	☐	☐	☐
3. Agency staff prefers information from subject experts....	☐	☐	☐	☐
4. Agency staff lacks awareness of library sources of information..	☐	☐	☐	☐

5. Other: (Describe)

5. Do non-library staff of your agency provide information to answer external information requests?.......................... Yes ☐ No ☐

A. If yes, would an effective library facility in your agency be expected to answer requests requiring published information?..Yes ☐ No ☐

6. Check all agency policies governing selection of information materials:

A. Agency has a written policy on selection of information materials... ☐

B. Agency-assigned staff selects needed information materials.......... ☐

C. Agency solicits staff members advice on selection.................. ☐

D. Agency routes current awareness bibliographies to staff............ ☐

E. Agency coordinates its decisions on acquisitions with State Library. ☐

F. There are no policies governing selections of materials............ ☐

G. Other: (Specify)

Form A
ID_____

7. List the units in your agency which are the heaviest users of information:

a)____

b)____

c)____

d)____

e)____

8. If your agency has information needs not considered above, please describe below:

Form A
ID ____

PART 2: INFORMATION RESOURCES OF AGENCY's ALBANY OFFICE

9. Library resources:

   A. Does your agency have a main library which may be used by all agency staff?.. Yes ☐ No ☐

      1. If yes, Administrative unit in which library exists:

         ____

      2. Location of library (Building name, room number, street address)

         ____
         ____
         ____

      3. Name, civil service title and telephone number of person directly responsible for the library:

         ____________________ ____________________

         Name Civil Service Title Tel. Number

10. Office resources:

    A. Do office collections of information materials exist in your agency?.. Yes ☐ No ☐

    B. If yes, please identify such offices and name the persons directly responsible for the collections. (Attach additional sheets if necessary)

       Office: ____________________

       Person responsible: ____________________ Telephone ________

       Office: ____________________

       Person responsible: ____________________ Telephone ________

    C. Is there a single office in your agency which maintains inventory records of purchased publications?.................................Yes ☐ No ☐

       1. If yes, please identify the office which maintains these records, and name the person directly responsible for this function:

          a. Office: ____________________

          b. Person responsible: ____________________ Telephone ________

11. Please identify the Freedom-of-Information Officer in your agency:

    A. Name: ____________________ Telephone ________

    B. Civil Service Position Title: ____________________

Form A
ID_____

12. Information generated by your agency:

A. Is a file copy of agency publications centrally retained in your agency?.................................... Yes ☐ No ☐

B. If yes, please identify retaining office:

C. Do computerized agency research data bases exist in your agency?.. Yes ☐ No ☐

1. If yes, is reference and/or historically valued computer data permanently retained?.................. Yes ☐ No ☐

2. Does a single agency office maintain a central inventory of computer data?.......................... Yes ☐ No ☐

a. If yes, identify office:

3. Identify offices responsible for current computer data:

D. Does a single agency office maintain a central inventory of research in progress within your agency?............ Yes ☐ No ☐

1. If yes, identify office:

13. Do the following types of information resources exist in your agency?

A. Unpublished research study reports and supporting data? Yes ☐ No ☐

B. Unique information materials (i. e., only known available copy).. Yes ☐ No ☐

C. Rare information materials.............................. Yes ☐ No ☐

D. Computer data generated by an external source.......... Yes ☐ No ☐

E. Commercial reference services which update a specific subject field... Yes ☐ No ☐

F. Other: (Describe other types not included above)

Form A
ID_____

14. Would you favor publiciation of a Directory of state agencies' major information materials? .... Yes ☐ No ☐

    A. If yes, will your delegate submit brief descriptions of your agency's holdings of information materials significant to other agencies?................................ Yes ☐ No ☐

        1. If yes, identify staff member to be contacted for follow-up:

15. If your agency has information resources not considered above, please describe below:

APPENDIX VI

SECOND WORKSHOP FOR NEW YORK STATE AGENCIES

Information Services to State Government

SECOND WORKSHOP PROGRAM
May 2, 1975
8:30 AM - 12:00 PM

Location:
Hyatt House
1375 Washington Avenue

8:30 - 9:00	REGISTRATION	
9:00 - 10:30	WELCOME:	John Humphry Assistant Commissioner for Libraries
	SUMMARY OF RESEARCH FINDINGS:	
		Roger Greer Syracuse University Library School
	QUESTIONS AND ANSWERS	
10:30 - 11:00	COFFEE BREAK	
11:00 - 12:00	TENTATIVE RECOMMENDATIONS:	
		Peter Paulson Director, New York State Library
	QUESTIONS AND ANSWERS	

NEW YORK STATE LIBRARY
STUDY OF INFORMATION SERVICES TO STATE AGENCIES
DRAFT RECOMMENDATIONS
MAY 1975

1. ESTABLISH A STATE AGENCY SERVICES UNIT WITHIN THE STATE LIBRARY. This unit will be responsible for:

    a. Mediating between state agency users and library resources through such methods as public relations, training, and resource guides.

    b. Promoting access to agency information resources.

    c. Developing mechanisms for insuring that State Library collections and services are sensitive to agency needs.

    d. Provide consultant services to agencies, as needed, in the areas of information resource acquisition and the organization and administration of information resources.

2. IMPROVE THE INFORMATION RESOURCES AVAILABLE TO STATE AGENCIES by improved development of State Library resources in the areas of high need indicated by State agencies; particularly information relating to comparable governmental jurisdictions, legal and regulatory information, technical and scientific reports.

3. IMPROVE ACCESS TO INFORMATION RESOURCES by making the State Library catalog available in multiple locations, by providing directories or union lists of agency information resources, and by providing other current awareness services.

4. IMPROVE DELIVERY OF INFORMATION by experimenting with on-site service points, intensive services to selected agency libraries, and office or building delivery system.

5. ESTABLISH A MECHANISM FOR CONTINUING EVALUATION OF SERVICES AND USER INPUT.

The State Education Department

The New York State Library

Workshop on Survey on Information Services to State Agencies: May 2, 1975

Tentative findings and conclusions: R. Greer

A. A rank ordering of agency information needs of all agencies combined fell loosely into a pattern from specific to general: information about activities of comparable agencies in other government jurisdictions was followed by a need for legal and regulatory information, current subject awareness, and technical and research information.

B. Agency based library services ranked first among the list of services identified. More awareness of research in progress in other state agencies was followed by a need for more awareness of information resources located in other agencies and the State Library.

C. A compilation of major agency resources and a separate State Library unit of agency services ranked highest among the suggested categories for State Library assistance.

D. Two-thirds of the agencies indicated that the need for information too recent to be available from a library source was a significant factor for seeking information from non-library sources.

E. Almost everyone indicated that agency staff (non-library) do respond to external requests for information. Agencies with libraries expect a similar response by the library staff.

F. Some discrepencies existed between the agency representatives' response to questions of policy regarding the selection of materials for agencies. In general, it appears that most agencies, whether they have libraries or not, have some systematic procedures for acquiring information materials.

G. Thirty-one agencies indicated that they have central libraries available for use by agency staff. Ten of these libraries are supervised by professional librarians.

H. Of the 31 agencies with central libraries, 21 also indicated that additional office collections are available. Thirteen agencies without central libraries indicated that office collections do exist in their agencies. Only two agencies reported the lack of either a library or office collection.

I. Twenty-six agencies indicated that an inventory record of acquisitions is maintained. This is done by the central library in 17 of these agencies.

J. Twenty-nine agencies indicated that file copies of agency publications are retained; only nine agency libraries serve this function. Ten others indicated that this was not being done.

K. Twenty-five agencies report the existence of computerized agency research data bases. Permanent retention of these data are reported by 18 agencies.

L. Twenty-two agencies report that a central inventory is maintained of research in progress.

M. Forty agencies indicated that unpublished research reports with supporting data are maintained in their offices.

N. Unique (only known copy) information materials are reported held by 26 agencies.

O. Computer data generated by an external source is held by 25 agencies.

P. Twenty-four agencies subscribe to commercial reference services.

Q. Thirty-six agencies favored the preparation of a directory of the major information resources located in the various agencies.

R. Only three agency library respondents objected to the creation of a separate State Library unit to handle agency requests, while seven felt that it was essential.

S. Most agency libraries indicated that the suggested improvements in State Library services were desirable. However, there was less enthusiasm for the suggestion for shared cataloging and centralized processing than for the others.

T. An estimated total of all state agency library holdings are: bound volumes, 98,000, current periodicals, 3123; newspapers, 85; pamphlets, 100,000.

U. Fifteen agency libraries report some form of catalog control over their collections. These include a variety of classification systems and author, title, and subject access.

V. Agency library collections consist mostly of reference resources, government publications including laws and regulations, plus technical reports. Thirteen agency libraries also possess computer based data. Other materials include indexes and rare resources.

W. Most agency libraries are open to other state government personnel for reference and in-house use of material. Thirteen indicated a willingness to lend material for outside use.

X. Most agency libraries are accessible for 37½ hours per week with a few providing 40 to 55 hours of service. Agency library personnel include the following categories of professional librarians: 17 full-time, 2 part-time; non-professional: 28 full-time, 5 part-time.

Y. All but eight libraries have less than 1,000 square feet. Seating capacities range from 4 to 100 with nine reporting seating for less than 10 people.

Z. The total amount spent for all agency libraries is estimated at $135,000 excluding the largest library (Health) reporting.

APPENDIX VII

LIST OF NEW YORK STATE AGENCIES SURVEYED

AGENCY INFORMATION SURVEY QUESTION 4

Needs: Reasons for using non-library source

1. Very important
2. Important
3. Not important
4. Don't know

		A	B	C	D	E
1.	Aging Office	1	4	4	1	
2.	Ag. & Mkts. Dept.	3	1	1	4	
3.	Audit & Control Dept.	2	2	1	3	
4.	Banking Dept.	1	1	1	1	
5.	Budget Div.	1	1	1	1	1
6.	Cable Television Comm.	1	2	2		
7.	Capital District Transport Auth.	3	3	2	1	
8.	Civil Service Dept.	4	2	1	4	1*
9.	Commerce Dept.	1	1	1	3	
10.	Correctional Svc. Dept.	4	4	2	1	
11.	Criminal Justice Services Dept.	2	2	1		
12.	Drug Abuse Control Comm.	1	1	1	1	
13.	Education Dept.					
14.	Environmental Conserv. Dept.	1	2	1	4	
15.	Executive Chamber	1	1	1	3	
16.	General Services Office	2	2	2	2	
17.	Health Dept.	1	1	1	3	1*
18.	Insurance Dept.					1*
19.	Labor Dept.	1	1	1	2	
20.	Law Dept.	1	1	1	3	
21.	Law Revision Comm.	1	1	2	4	
22.	Legislative & Judic. Salaries Comm.	1	1	2		
23.	Legislative Comm. on Expenditure Rev.	1	3	2	3	
24.	Local Gov't. Office	1	**	2	2	1*
25.	Mental Hygiene Dept.	4	4	2	2	
26.	Military & Naval Affairs Div.	4	2	2	4	
27.	Motor Vehicle Dept.	1	1	3	3	
28.	Parks & Recreation Office	4	4	4	2	
29.	Planning Svc. Office	1	2	2	2	
30.	Probation Div.	2	1	2	1	
31.	Public Employment Relat. Bd.	1	1	2	4	
32.	Public Service Dept.	1	2	1	3	
33.	Social Svc. Dept.	1	3	3	2	
34.	Social Services Law (Temp. Comm.)	1	3	2	4	
35.	State and Local Finance (Temp. Comm.)	1	3	1	3	
36.	State Dept.	1	1	1	2	
37.	State Police Div.	2	2	2	3	
38.	State Thruway Auth.	1	2	1	2	
39.	State Univ.	1	4	2	3	
40.	Taxation & Finance Dept.	1	3	3	3	
41.	Teachers Retirement System	1	1	3	4	
42.	Transportation Dept.	1	2	2	2	
43.	Veterans Affairs Div.	1	1	1	3	
44.	Youth Division	1	2	2	2	

A: Needed info too recent to be available from library
B: Needed info more promptly supplied by non-library source
C: Agency staff preferes info from subject experts
D: Agency staff lacks awareness of library sources

* See attachment
** See attachment

A Service of Your New York State Library

IR006098

APPENDIX VIII

TABULATION OF SURVEY RESULTS: OTHER STATES

SURVEY OF STATE LIBRARY SERVICES TO STATE GOVERNMENT AGENCIES

States and Ter.	1	2a	2b	2c	3a	3b	3c	4a	4b	4c	5a	5b	6	enc.
Ala.							✓							
Alas.				✓	✓	✓	✓	✓		✓	✓	✓		✓
Ariz.					✓	✓	✓				✓	✓		
Ark.					✓	✓	✓							
Calif.					✓	✓	✓	✓		✓	✓	✓		✓
Colo.					✓		✓							
Conn.	✓	✓	✓		✓	✓	✓		✓	✓	✓	✓	✓	
Del.														
Fla.		✓	✓	✓	✓	✓	✓	✓	✓			✓		
Ga.		✓	✓	✓			✓							
Hi.						✓	✓				✓	✓		
Id.		✓	✓	✓		✓	✓							
Ill.		✓		✓	✓			✓	✓	✓		✓		
Ind.					✓	✓	✓			✓	✓			✓
Ia.			✓	✓		✓	✓	✓	✓					
Kans.			✓		✓		✓			✓				✓
Ky.					✓	✓	✓							
La.					✓	✓	✓					✓		
Me.	✓				✓	✓	✓				✓	✓		
Md.	✓													
Mass.					✓	✓	✓	✓						
Mich.		✓			✓	✓	✓	✓			✓	✓	✓	
Minn.				✓		✓	✓	✓	✓					
Miss.		✓	✓	✓			✓	✓	✓		✓			
Mo.			✓		✓	✓	✓				✓			
Mon.	✓				✓	✓	✓		✓	✓				

The New York State Library Check List (State)

1. Cooperative Relationships (maintain or administer other libraries.)

2. Acquisitions & Technical Processing

   a) Coordinate purchases
   b) Centralize cataloging
   c) Maintain union lists

3. General Information & Reference Service

   a) Current awareness
   b) Subject bibliographies
   c) "Spot Research"

4. Automation

   a) Available to State Agencies
   b) Technical Services
   c) Information Retrieval

5. Training

   a) Orientation & Indoctrination
   b) On-site "in-service"

6. Innovative Programs

11/74

SURVEY OF STATE LIBRARY SERVICES TO STATE GOVERNMENT AGENCIES

States and Ter.	1	2a	2b	2c	3a	3b	3c	4a	4b	4c	5a	5b	6	enc.
Neb.					✓	✓	✓			✓	✓	✓		✓
Nev.		✓	✓	✓	✓	✓	✓				✓	✓	✓	
N.H.		✓					✓					✓		
N.J.			✓	✓	✓	✓	✓			✓	✓			
N.Mex.					✓	✓	✓	✓		✓		✓	✓	
N.Y.					✓	✓	✓	✓		✓	✓			
N.C.	✓		✓	✓	✓		✓	✓		✓	✓	✓		✓
N.Dak.				✓										✓
O.														
Okla.			✓		✓	✓	✓	✓		✓	✓	✓		✓
Ore.					✓	✓	✓				✓	✓		
Pa.				✓	✓	✓	✓	✓			✓	✓	✓	
R.I.				✓	✓	✓		✓	✓	✓				✓
S.C.				✓	✓	✓	✓	✓		✓	✓	✓		✓
S.Dak.	✓	✓	✓	✓	✓	✓	✓					✓		
Tenn.							✓					✓		
Tex.				✓	✓		✓				✓	✓	✓	✓
Utah		✓	✓					✓	✓					
Vt.				✓	✓	✓	✓				✓	✓		✓
Va.					✓		✓		✓					
Wash.	✓	✓		✓	✓	✓	✓				✓	✓	✓	✓
W. Va.		✓	✓	✓	✓	✓	✓				✓	✓		
Wis.	✓				✓	✓	✓	✓		✓	✓			✓
Wyo.	✓	✓	✓	✓	✓	✓	✓	✓	✓			✓	✓	
D.C.														
P.R.														
U.S.														

1. Cooperative Relationships (maintain or administer other libraries.)

2. Acquisitions & Technical Processing

   a) Coordinate purchases
   b) Centralize cataloging
   c) Maintain union lists

3. General Information & Reference Service
   a) Current awareness
   b) Subject bibliographies
   c) "Spot Research"

4. Automation

   a) Available to State Agencies
   b) Technical Services
   c) Information Retrieval

5. Training

   a) Orientation & Indoctrination
   b) On-site "in-service"

6. Innovative Programs

APPENDIX IX

TABULATION OF NEW YORK STATE SURVEY RESULTS:

a. Needs: Improved Services from State Library

b. Acquisition Policies of Agency Libraries

APPENDIX IX-a

QUESTION #2: AGENCY LIBRARY INFORMATION SURVEY

Needs: Improved services from State Library (N=22)

Categories	Essential	Desirable	Not desirable	Don't know	No response
Faster inter-library loan	23% (5)	59% (13)	18% (4)	--	--
Subject access to NYS publications	18% (4)	73% (16)	9% (2)	--	--
Research & bibliographic publications	27% (6)	59% (13)	5% (1)	9% (2)	--
Coordinated acquisitions between State Library and agency library	14% (3)	41% (9)	18% (4)	23% (5)	5% (1)
State Library unit to handle state agency information requests	32% (7)	55% (12)	14% (3)	--	--
Shared cataloging between agency and State Library	9% (2)	32% (7)	36% (8)	23% (5)	--
Centralized processing services from State Library	9% (2)	32% (7)	36% (8)	23% (5)	--
Distributed lists of major new State Library acquisitions	5% (1)	91% (20)	--	5% (1)	--
Training in use of State Library's resources	23% (5)	73% (16)	--	--	5% (1)
Regular meetings of state agency information community	18% (4)	59% (13)	5% (1)	18% (4)	--
Access in agency to microfilm of State Library's public catalog	9% (2)	64% (14)	14% (3)	14% (3)	--
Other	9% (2)	--	--	--	91% (20)

APPENDIX IX-b

QUESTION #3: AGENCY LIBRARY INFORMATION SURVEY

Acquisition policies of agency libraries (N=21)

Policies	Yes	No
Agency has written acquisition policy	24% (5)	76% (16)
Agency-assigned staff selects for acquisition	62% (13)	38% (8)
Agency solicits staff advice on selection	76% (16)	24% (5)
Agency routes current bibliographies to staff	71% (15)	29% (6)
Agency coordinates acquisitions with State Library	5% (1)	95% (20)
No Policy	14% (3)	86% (18)
Other	24% (5)	76% (16)

APPENDIX X

TABULATION OF NEW YORK STATE SURVEY RESULTS:

a. Information Needs of Albany Office

b. Information Needs of Albany Office

c. Information Service Needs

d. Possibilities for State Library Assistance in Meeting Agency Information Needs

e. External Information Requests

Agency Policies Governing Selection of Information Materials

f. Resources: Collection Data

APPENDIX X-a

QUESTION #1: AGENCY LIBRARY INFORMATION SURVEY

Information needs of Albany office (N=22)

Categories	Essential	Desirable	Not desirable	Don't know
Reference	55% (12)	45% (10)	--	--
Bibliographic awareness (indexes, abstracts, catalogs, etc.)	77% (17)	18% (4)	--	5% (1)
Current subject awareness (periodicals, etc.)	96% (21)	4% (1)	--	--
Comparable government activities in other jurisdictions	68% (15)	32% (7)	--	--
Professional association publications	41% (9)	59% (13)	--	--
Legal and regulatory	96% (21)	4% (1)	--	--
Technical, research	86% (19)	14% (3)	--	--
Documents constituting history of agency	60% (13)	27% (6)	4% (1)	9% (2)
Maps, charts	18% (4)	41% (9)	27% (6)	14% (3)
Computer-based information	27% (6)	59% (13)	4% (1)	9% (2)
Audio-visual	14% (3)	32% (7)	36% (8)	18% (4)
Other	4% (1)	--	--	4% (1)

APPENDIX X-b

QUESTION #1

INFORMATION NEEDS OF ALBANY OFFICE

(N = 44)

Categories	Essential	Desirable	Not Desirable	Don't Know	No Response	Total
A. General reference materials	39% (17)	57% (25)	-- (0)	2% (1)	2% (1)	100% (44)
B. Bibliographic Awareness (indexes, abstracts, etc.)	52% (23)	36% (16)	7% (3)	2% (1)	2% (1)	
C. Current subject awareness (periodicals, etc.)	73% (32)	25% (11)	-- (0)	-- (0)	2% (1)	
D. Information on Comparable Gov't. activity in other jurisdictions	82% (36)	14% (6)	2% (1)	-- (0)	2% (1)	
E. Professional assoc. publications	39% (17)	50% (22)	7% (3)	2% (1)	2% (1)	
F. Legal & regulatory information	80% (35)	14% (6)	4% (2)	-- (0)	2% (1)	
G. Technical, research information	66% (29)	27% (12)	2% (1)	2% (1)	2% (1)	
H. Documents constituting agency history	48% (21)	39% (17)	4% (2)	7% (3)	2% (1)	
I. Maps, charts	30% (13)	32% (14)	20% (9)	11% (5)	7% (3)	
J. Computer-based data banks	39% (17)	50% (22)	7% (3)	2% (1)	2% (1)	
K. Audio-visual	14% (6)	48% (21)	25% (11)	11% (5)	2% (1)	

APPENDIX X-c

QUESTION #2: INFORMATION SERVICE NEEDS (N=44)

Categories	Essential	Desirable	Not desirable	Don't know	No response
A. Library service from facility within agency	66% (29)	16% (7)	11% (5)	4% (2)	3% (1)
B. Expanded State Library services	9% (4)	71% (31)	9% (4)	7% (3)	4% (2)
C. Training in research & information retrieval	25% (11)	50% (22)	9% (4)	13% (6)	3% (1)
D. Awareness of information resources in other state agencies	42% (19)	52% (23)	--	3% (1)	3% (1)
E. Improved communications on State Library resources	41% (18)	48% (21)	4% (2)	3% (1)	4% (2)
F. Improved access to New York State publications	33% (15)	54% (24)	3% (1)	7% (3)	3% (1)
G. Awareness of state agencies research in progress	48% (21)	41% (18)	4% (2)	3% (1)	4% (2)

APPENDIX X-d

QUESTION #3: POSSIBILITIES FOR STATE LIBRARY ASSISTANCE IN MEETING AGENCY INFORMATION NEEDS (N=44)

Categories	Essential	Desirable	Not desirable	Don't know	No response
A. Agency information facility administered by State Library	--	7% (3)	72% (32)	18% (8)	3% (1)
B. Contracted services with State Library	3% (1)	18% (8)	40% (18)	36% (16)	3% (1)
C. State Library service point near agency	9% (4)	45% (20)	25% (11)	12% (5)	9% (4)
D. Expanded research and bibliographies service by State Library	18% (8)	62% (27)	7% (3)	9% (4)	4% (2)
E. State Library unit for state agency service	36% (16)	50% (22)	4% (2)	7% (3)	3% (1)
F. Coordinated acquisitions between State Library and agency	18% (8)	59% (26)	7% (3)	13% (6)	3% (1)
G. State Library compilation of major information resources of agencies	40% (18)	57% (25)	--	--	3% (1)
H. Continuing State Library efforts for information coordination	31% (14)	59% (26)	--	7% (3)	3% (1)
I. Sponsorship of organization of state agency information coordinators	11% (5)	59% (26)	9% (4)	18% (8)	3% (1)
J. Other	7% (3)	3% (1)	--	--	90% (40)

APPENDIX X-e

QUESTION #5: DO NON-LIBRARY STAFF OF THE AGENCY PROVIDE INFORMATION TO ANSWER EXTERNAL INFORMATION REQUESTS? (N=44)

Categories	Yes	No	No response
External requests answered by non-library staff	95.6% (42)	2.2% (1)	2.2% (1)
Would expect agency library to answer requests requiring published information	50.0% (22)	40.9% (18)	9.1% (4)

QUESTION #6: AGENCY POLICIES GOVERNING SELECTION OF INFORMATION MATERIALS (N=44)

Policies	Agency has policy	No response
Agency solicits staff advice on selection	75.0% (33)	25.0% (11)
Agency-assigned staff selects for acquisition	61.4% (27)	38.6% (17)
Agency routes current bibliographies to staff	54.5% (24)	45.5% (20)
No policies	25.0% (11)	75.0% (33)
Other	13.6% (6)	86.4% (38)
Agency coordinates acquisitions with State Library	6.8% (3)	93.2% (41)
Agency has written acquisition policy	4.5% (2)	95.5% (42)

APPENDIX X-f

QUESTION #12: AGENCY INFORMATION SURVEY. RESOURCES: COLLECTION DATA (N=44)

Category	Have	Don't have	No response
File copy of agency publications centrally retained	65.9% (29)	22.7% (10)	11.4% (5)
Computerized agency data bases exist in agency	56.8% (25)	40.9% (18)	2.3% (1)
Single office maintains central inventory of research-in-progress	50.0% (22)	43.2% (19)	6.8% (3)
Reference data permanently retained	40.9% (18)	13.6% (6)	45.5% (20)
Single agency office maintains central inventory of computer data	31.8% (14)	29.5% (13)	38.7% (17)

QUESTION #13: AGENCY INFORMATION SURVEY. RESOURCES: COLLECTION DATA (N=44)

Category	Have	Don't have	No response
Agency has unpublished research study reports & supporting data	90.9% (40)	6.8% (3)	2.3% (1)
Unique information materials	59.1% (26)	36.4% (16)	4.5% (2)
Computer data from external sources	56.8% (25)	36.4% (16)	6.8% (3)
Commercial reference services	54.6% (24)	29.5% (13)	15.9% (7)
Rare information materials	50.0% (22)	45.5% (20)	4.5% (2)
Other	15.9% (7)	--	77.3% (34)

APPENDIX XI

INFORMATION RESOURCES OF SELECTED NEW YORK STATE AGENCIES

INFORMATION AND LIBRARY RESOURCES
OF SELECTED
NEW YORK STATE AGENCIES
IN THE ALBANY AREA

A DIRECTORY - 1975

THE UNIVERSITY OF THE STATE OF NEW YORK
THE STATE EDUCATION DEPARTMENT
THE NEW YORK STATE LIBRARY
ALBANY, NEW YORK 12234

THE UNIVERSITY OF THE STATE OF NEW YORK

Regents of The University *(with years when terms expire)*

1981	Theodore M. Black, A.B., Litt.D, LL.D., Pd.D., D.C.L. *Chancellor*	Sands Point
1987	Carl H. Pforzheimer, Jr., A.B., M.B.A., D.C.S., H.H.D. *Vice Chancellor*	Purchase
1978	Alexander J. Allan, Jr., LL.D., Litt.D.	Troy
1980	Joseph T. King, LL.B.	Shelter Island
1981	Joseph C. Indelicato, M.D.	Brooklyn
1979	Francis W. McGinley, B.S., J.D., LL.D.	Glens Falls
1986	Kenneth B. Clark, A.B., M.S., Ph.D., LL.D., L.H.D., D.Sc.	Hastings on Hudson
1983	Harold E. Newcomb, B.A.	Owego
1988	Willard A. Genrich, LL.B., L.H.D., LL.D.	Buffalo
1982	Emlyn I. Griffith, A.B., J.D.	Rome
1977	Genevieve S. Klein, B.S., M.A.	Bayside
1981	William Jovanovich, A.B., LL.D., Litt.D., L.H.D.	Briarcliff Manor
1976	Mary Alice Kendall, B.S.	Irondequoit
1984	Jorge L. Batista, B.A., J.D.	Bronx
1982	Louis E. Yavner, LL.B.	New York

President of The University and Commissioner of Education
Ewald B. Nyquist

Executive Deputy Commissioner of Education
Gordon M. Ambach

Associate Commissioner for Cultural Education
John G. Broughton

Assistant Commissioner for Libraries
John A. Humphry

Director of the State Library
Peter J. Paulson

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FOREWORD

As State government has grown in size, complexity, and range of interests, the dependence of State agencies on information resources for effective decision making has increased. Under a grant from the Council of Library Resources, the New York State Library has been conducting a study of the information needs of State agencies and the resources available to meet those needs. This Directory is a by-product of information collected in the course of that study.

It is hoped that the Directory will be a useful tool for encouraging fuller utilization of existing resources, including those major resources now located in the State Library. The basic data was collected in December of 1974, and updated and revised from April through June of 1975. Thanks are due to Dorothy Butch, Joan D'Ambrosi and Pearl Baker for their work in collecting and compiling the data, to the State agency contacts for their cooperation in supplying it, and to Marjorie Morano for typing it.

Peter J. Paulson
Director

New York State Library
Albany, New York
July, 1975

Introduction

The first edition of the INFORMATION AND LIBRARY RESOURCES OF SELECTED NEW YORK STATE AGENCIES IN THE ALBANY AREA - A DIRECTORY - 1975 is comprised of 37 state agencies and commissions located in the Albany Area. The material has been compiled primarily from data obtained from responses to a questionnaire distributed to the agencies.

This directory describes the resources of the New York State Library, followed by the description of library and information resources in other agencies, arranged alphabetically by agency name. The Name-Telephone Index provides an alphabetical list of names and telephone numbers of library contact personnel and freedom-of-information officers.

This information is current as of July, 1975.

NEW YORK STATE LIBRARY - Education Building, Albany, N.Y. 12234

Peter J. Paulson, Director - 474-7381

The State Library is a major research library which offers reference services and provides library materials directly to State Government, and, through a sophisticated interlibrary loan network, to all the people of New York State. The Library is open to the public, and may be used by anyone in need of its specialized collection.

COLLECTION

The collection consists of four million volumes, including books, periodicals, newspapers, maps, manuscripts, microforms, documents. The key to the collection, the public catalog, is located in the rotunda on the second floor and provides major access to the collection. Separate card catalogs are maintained by subject sections of the library. Since 1970, the Library's serials holdings have been recorded in machine readable form available on cartridge microfilm in all library sections. Not all of the Library's collection is cataloged, and for full utilization of the Library's resources patrons should seek the assistance of a professional librarian,

The library subscribes to computerized data bases: ERIC (Educational Resources Information Centers), MEDLINE, New York Times Information Bank, SUNY Biomedical Communications Network. The State Library is a depository for New York State documents and a regional depository for U.S. documents.

HOURS OF SERVICE

8:30 - 5:00 Mon. - Fri. (General Reference Library only open to 6:00 P.M.)

BORROWING PRIVILEGES

Employees of New York State government, including the Legislature and its staffs, are eligible for direct borrowing privileges as are physicians and attorneys. Other patrons must borrow State Library materials through interlibrary loan. The General Reference Library (474-5958) issues borrower's cards. Reference, rare, archival, and fragile materials cannot be borrowed. Material may be borrowed for four weeks and renewed for two weeks, provided the material is not reserved.

SERVICES

All of the reference sections of the State Library perform reference services for State Government. Service may vary from providing specific information to selecting and providing library materials on a subject. If materials needed are not in the State Library, an effort will be made to acquire the material or to borrow it on interlibrary loan from another library. A formal system has been set up to borrow materials from research libraries in New York State.

REPRODUCTION OF MATERIALS

Reproduction, including xeroxing and microfilm and fiche enlargements, for official use will be done at no charge. Some materials may be too fragile or rare to reproduce.

SERVICE SECTIONS OF THE STATE LIBRARY

Readers' Services: Robert P. Stewart, Principal Librarian. Phone: 474-7451. Coordinates activities of all public service outlets.

Law and Legislative Reference Library: Nancy W. Stirling, State Law Librarian. Staff: 9½ professional librarians. Phone: 474-5957.

Specialized Services: Assists patrons in locating information and materials. Maintains a Capitol Service Point in Legislative Library in Capitol.

Collection: Extensive collection of books, serials, pamphlets, documents, and microforms in the Social Sciences, with emphasis on government organization and administration, public finance, constitutional history and politics, in particular in New York State. Maintains collection of documents including manuals, directories, legislative journals and documents, and financial reports of New York State, other states and cities, and cities inside and outside New York State, as well as some foreign countries. Includes materials on legislative intent of laws enacted by New York State and the federal government. Maintains Governors' Bill and Veto Jackets for collection(for years 1905, 1921 through 1974) which contain memoranda, correspondence, and reports which were supplied to the Governor for his information in approving or disapproving a bill. Also, maintains microfilm of all New York State bills from 1830 to the current session. Has many looseleaf services on specific subjects and on State and federal legislation.

The Law Collection (phone: 474-5957) contains extensive collections of legal materials in English, Federal, State and foreign statutes and case reports, legal treatises, looseleaf services, legal periodicals, constitutions and constitutional records of all states, and Records and Briefs of the New York State Appellate Courts.

Legislative Research Service: William Leonard, Legislative Reference Librarian. Phone: 474-5944, 474-5945. Staff: 1½ professional librarians, 1 research analyst, 1 research assistant, 4 part-time research assistants.

Specialized Services: Prepares for the Legislature and its staff, annotated bibliographies on subjects of interest to the Legislature. With the assistance of the Legislative Reference Library, issues Legislative Trends, a monthly annotated bibliography of selected new acquisitions on subject areas of concern to the Legislature. Not open to the public.

General Reference Library: Mildred M. Ledden, Associate Librarian. Staff: 8 professional librarians. Phone: 474-5958.

Specialized Services: Registers borrowers. Provides assistance in use of Public Catalog and bibliographic finding aids.

Collection: Contains the bulk of the State Library Collection, including national and international bibliographies and general encyclopedias. Subject areas include humanities, psychology, sociology, economics, history and rare books. Has current and retrospective files of newspapers and general periodicals.

Education Library: Audrey J. Smith, Senior Librarian. Staff: 3 professional librarians. Phone: 474-5961.

Specialized Services: Provides guidance in use of State Education Department resources. Maintains files of ERIC (Educational Resources Information Center) publications, with computer search capability.

Collection: Educational administration and finance and pedagogy. Maintains a comprehensive collection and backfiles of catalogs of leading American academic institutions, with particular emphasis on New York State and a Curriculum Laboratory.

Medical Library: Marcia Davidoff, Associate Librarian . Staff: 5 professional librarians. Phone: 474-7040.

Specialized Services: Participates in training and service program of the National Library of Medicine's Regional Medical Program and Regional Medical Library Program. Provides computerized literature searches through MEDLINE and SUNY Biomedical Communications Network.

Collection: Materials on medicine, dentistry, nursing, pharmacy and public health.

Manuscripts and History Section: Peter R. Christoph, Associate Librarian. Staff: 6 professional librarians. Phone: 474-4461.

Specialized Services: Provides searches of New York State census records.

Collection: Archives, manuscripts, and related material pertaining to the history of the State and colony of New York and New Netherlands. Of special interest to legislative personnal are New York State censuses, State Constitutional Convention reports, papers of New York State Governors. Includes local history and genealogy section.

Science and Technology Library: Joseph Angerani, Senior Librarian. Staff: 4 professional librarians. Phone: 474-5950.

Collection: Scientific and technical materials, including extensive holdings of government technical reports and patents on microforms, indexes and abstracts, and periodicals.

Library for the Blind and Visually Handicapped. Adamae P. Henderson, Associate Librarian. Staff: 3 professional librarians. Phone: 474-5935.

Serves the visually handicapped in New York State, exclusive of Long Island and New York City. Circulates its special media materials directly to readers.

Gifts and Exchange Section: Henry Ilnicki, Senior Librarian. Staff: 1 professional librarian. Phone: 474-5953.

Specialized Services: Distributes publications of the State of New York to depository libraries in New York State, the U.S., and foreign countries. Limited copies of some New York State publications may be available for official use.

COMPUTER DATA BASES
NEW YORK STATE LIBRARY

Currently the New York State Library has six data base services available for reference and research assistance. Each of the various data bases accesses particular subject areas or performs specific functions as follows:

Education

ERIC Contact Education Section 474-5961

Provides access to the two ERIC (US Office of Education, Educational Resources Information Center) indexes *Research in Education* 1966 - present and *Current Index to Journals in Education* 1969 to present. Information can be found on such topics as new trends and research in education, educational planning curriculum, evaluation, program and project descriptions, instructional material, legislation and scientific developments as related to education, and articles from over 800 education related journals.

Medicine

Medlars and Medline Contact Medical Section 474-7040

Provide on-line searching of all 2400 serial references published in *Index Medicus* as well as those in the *Index to Dental Literature* and the *International Nursing Index*. The SUNY/BCN system provides on-line searches for the last 2 calendar years plus the current year and off-line searches from 1964 to date. Medline also provides on-line searches for the last 2 calendar years plus the current year and off-line searches from January 1969 through December 1973.

Psychology and Related Disciplines

PSYCHOLOGICAL ABSTRACTS Contact General Reference Section 474-5958

Covers scientific literature in psychology and related disciplines from eight hundred journals, plus about two hundred books and separates for each year, from 1967 to the present. In addition, material relevant to the behavorial and social science community from *Dissertation Abstracts International* is cited and indexed.

Current Affairs and Government

NEW YORK TIMES INFORMATION BANK Contact Law and Legislative Reference Section 474-5943

Provides information on current issues and general social science. The NYTIB includes all articles appearing in the *New York Times* since February 1, 1969 and selected articles from a diverse group of 70 other newspapers and periodicals.

Bibliographic Assistance

OHIO COLLEGE LIBRARY COUNCIL (OCLC) Contact General Reference Section 474-5958

Includes bibliographic information from MARC tapes 1969-present and member input cataloging data that is both retrospective and current.

Telephone List

New York State Library - Director 474-7381

Library for the Blind and Visually Handicapped	474-5935
Education	474-5961
General Reference	474-5958
Gifts and Exchange	474-5953
Law and Legislative Reference	474-5957
Legislative Research Services	474-5945
Manuscripts and History	474-4461
Medical	474-7040
Readers Services	474-7451
Science and Technology	474-5950

NEW YORK STATE LIBRARY

STATE EDUCATION BUILDING
SECOND FLOOR

1. Rotunda - Public Catalog
2. Medical
3. General Reference
4. Law
5. Legislative Reference
6. Local History and Genealogy
7. Science and Technology

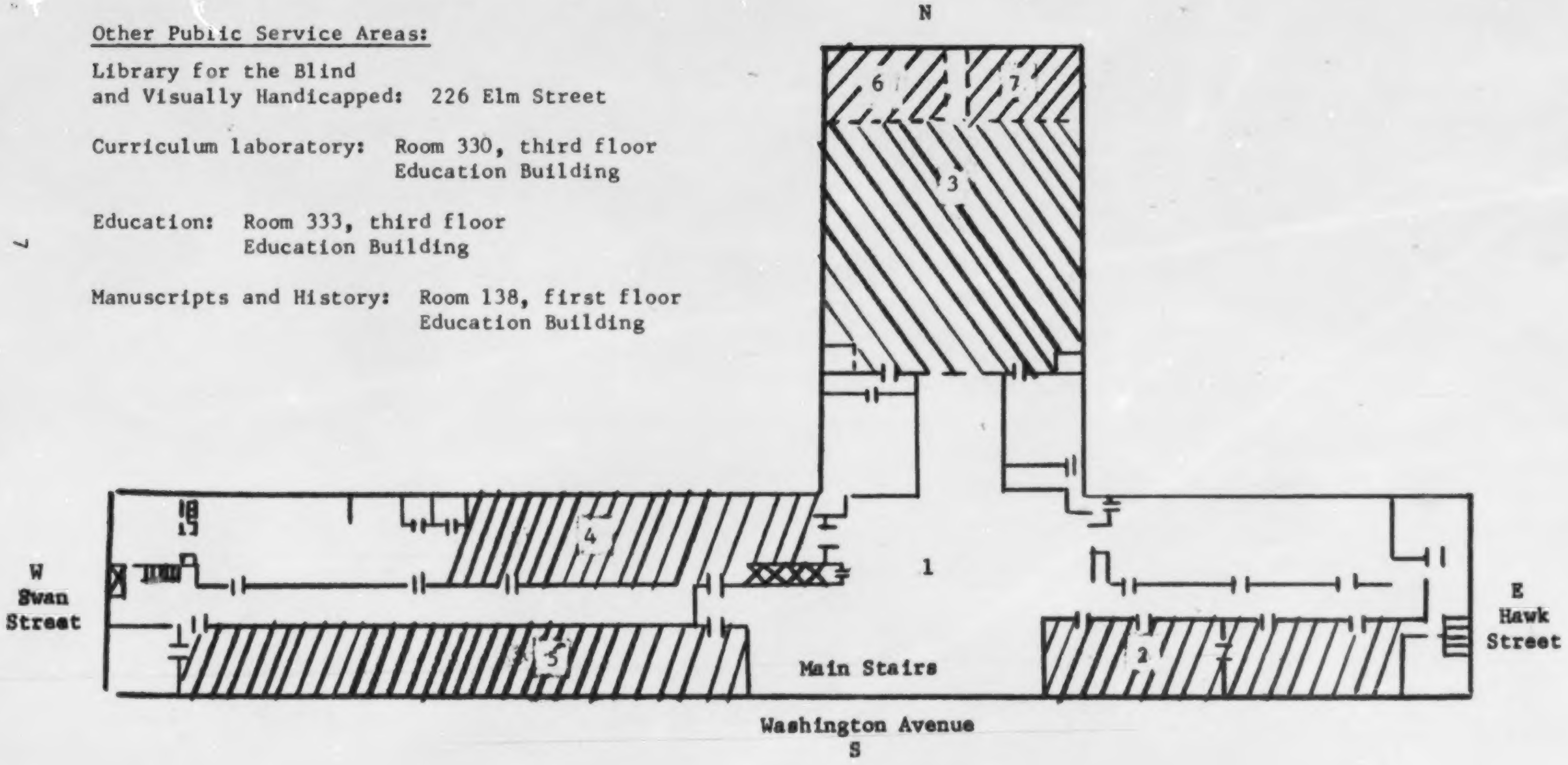
Other Public Service Areas:

Library for the Blind
and Visually Handicapped: 226 Elm Street

Curriculum laboratory: Room 330, third floor
Education Building

Education: Room 333, third floor
Education Building

Manuscripts and History: Room 138, first floor
Education Building


N
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Street
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Hawk
Street
5
Main Stairs
2
Washington Avenue
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7-1-75

OFFICE FOR THE AGING 855 Central Avenue Albany, N.Y.

LIBRARY FACILITIES

Central Library: Manpower Development and Training Program
Collection Supervisor: Mrs. Lily Ho, Library Consultant
Phone: 457-7315
Resources: 700 volumes exclusive of periodicals
30 periodical titles currently received
2 newspapers
6,000 pamphlets

Collection is organized through cataloging and indexing, and is classified by a unique system using six categories of aging topics.

Collection includes reference materials, maps, government publications, laws/regulations, computer-based data, and audio-visual materials; collection includes 0 - 25% of agency's own publications, cataloged and/or indexed. Unpublished research study reports, unique and rare resources also form part of the collection.

Services:
Materials are available for use within library by staff from other agencies.

Hours: 8:30 AM - 5:00 PM

OFFICE COLLECTIONS

Not identified

COMPUTER DATA INVENTORY

Central agency inventory and current computer data are maintained in the Research and Systems Unit.

RESEARCH IN-PROGRESS INVENTORY

Central agency inventory of research in progress is maintained by the Research and Systems Unit.

DIRECTORY OF OTHER INFORMATION CONTACTS

Freedom-of-Information Officer:
Mr. Richard R. Wendover, Senior Public Information Specialist 457-2388

DEPARTMENT OF AGRICULTURE AND MARKETS Building 8 State Campus Albany, N.Y.

LIBRARY FACILITIES

Central Library: None

OFFICE COLLECTIONS

Office	Person Responsible	Telephone
Food Laboratory	Dorothy Slupski	457-4477
Public Relations	Mary Mackey	457-2747
Secretary to the Department	Veronica Thibodeau	457-5188
Counsel's Office	Marge Hondro	457-2775
Executive Assistant/Migrant Child Care	Licette Walker	457-3561
Business Management	M. Doris Collins	457-2080
Personnel Bureau	Diane Leary	457-4185
Bureau of Planning	Barbara Sacawa	457-6999
Electronic Data Processing	Martin Owens	457-7259
Animal Industry	Virginia McDowell	457-3502
Meat Inspection	Dr. Judd Gilmour	457-5380
Food Control	Robert Whiting	457-5166
Division of Marketing	Virginia Northcutt	457-3962
Milk Control	Terry Rinaldi	457-5073
Dairy Industry Services	Michaeline DeLilli	457-5291
Plant Industry	Carolyn Flood	457-2087
Bureau of Statistics/NYC Crop Reporting Service	Pamela Yunker	457-5570
Bureau of Weights and Measures	Joan Murphy	457-3452

COMPUTER DATA INVENTORY

No agency computer data bases exist.

RESEARCH IN-PROGRESS INVENTORY

No single office maintains inventory of research in-progress

DIRECTORY OF OTHER INFORMATION CONTACTS

Freedom-of-Information Officer:
James L. Burns, Director of Administration 457-2737

DEPARTMENT OF AUDIT & CONTROL Alfred E. Smith State Office Building
17th floor, Albany, New York

LIBRARY FACILITIES

Central Library: Bureau of Planning & Research
Collection Supervisor: Ms. Rita Wiers, Stenographer
Phone: 474-3419

Resources:		
	7,050	volumes exclusive of periodicals
	40	periodical titles currently received
	2	newspapers
	50	pamphlets

Collection is organized through title records and is classified by Dewey and Library of Congress.

Collection includes reference materials, government publications, laws/regulations, technical publications, unpublished research study reports; also includes an estimated 26 - 50% of the agency's own publications.

Services:

Reference service is extended to staff from other agencies.

Materials are available for loan as well as for use within the library by staff from other agencies.

Hours: 8:25 AM - 4:35 PM

OFFICE COLLECTIONS

None

COMPUTER DATA INVENTORY

Agency has no computer data bases

RESEARCH-IN-PROGRESS INVENTORY

No single agency office maintains inventory of research in progress.

DIRECTORY OF OTHER INFORMATION CONTACTS

Freedom-of-Information Officer
Walter Holmes, Public Relations Officer 474-6046

BANKING DEPARTMENT   Agency Building 4   Empire State Plaza   Albany, N.Y.

LIBRARY FACILITIES

Central Library: None

OFFICE COLLECTIONS

Not identified

COMPUTER DATA INVENTORY

Agency has no computer data bases.

RESEARCH-IN-PROGRESS INVENTORY

No single agency office maintains an inventory of research in progress.

DIRECTORY OF OTHER INFORMATION CONTACTS

Freedom-of-Information Officer:
Ernest Kohn, Deputy Superintendent of Banks for Market Analysis
New York City 212-488-2335

DIVISION OF THE BUDGET State Capitol Albany, N.Y.

LIBRARY FACILITIES

Central Library: Technical Services Unit State Capitol, Room 113-M
Collection Supervisor: Ms. Mary Ellen Cheles, Principal Clerk
Phone: 474-2328
Resources: 3000 volumes exclusive of periodicals
200 periodical titles currently received
14 newspapers
40 pamphlets

Collection is organized through cataloging and indexing. Materials are not classified; State and Federal documents are grouped by issuing agency, while publications of unofficial bodies and trade books are grouped by publisher.

Collection includes reference materials, government publications, laws/regulations, and technical publications. Between 75-100% of agency's own publications are included, indexed by title; agency publications not in library collection are included in file collection of Technical Services Unit. Major indexes and reference services also form part of the Library Collection.

Services:
Collection materials are available for use within the library by staff from other agencies; certain materials are available for loan.

Hours: 8:30 AM - 5:00 PM

OFFICE COLLECTIONS

Technical Services Unit collects all agency publications.
Contact: Mrs. Josephine Braden 474-8282

Executive: Ms. Katherine MacKay 474-4301

COMPUTER DATA INVENTORY

The EDP Unit has a partial inventory of data resources available in State agencies at time of 1966-67 survey. The inventory file has not been updated since the original data was collected. A magnetic tape copy of selected portions or of the complete file can be made available to interested State agencies, upon request to Mr. Robert Scharg (474-6495).

RESEARCH-IN-PROCESS INVENTORY

No single agency office maintains a central inventory of research in progress.

DIRECTORY OF OTHER INFORMATION CONTACTS

Freedom-of-Information Officer:
Ms. Katherine MacKay, Special Assistant to the Director 474-4301

COMMISSION ON CABLE TELEVISION

Alfred E. Smith State Office Building
Albany, New York

LIBRARY FACILITIES

Central Library: Administrative Finance Office
Collection Supervisor: Ms. Annette Murphy, Secreatry to the Commissioner
Phone: 474-2717
Resources:

Collection is small, consisting of legal materials and television periodicals; in addition to McKinneys Consolidated Laws and Session Laws of New York, library holds Federal Communication Commission rules and regulations, Pike and Fischer's Radio regulation series. U.S. Code Annotated, U. S. Code Congressional and Administrative News, U. S. Law Week. Other materials include cable television fact book, bulletins of cable television associations, and such periodicals as CATV newsweekly, TV Digest, Broadcasting and Futurist.

Services:

Reference questions may be directed to Ms. Murphy at 474-2717

Materials are available for use within library by staff from other agencies.

Hours: 9:00 AM - 5:00 PM

OFFICE COLLECTIONS

Not identified

COMPUTER DATA INVENTORY

No agency computerized data bases exist.

RESEARCH-IN-PROGRESS INVENTORY

None

DIRECTORY OF OTHER INFORMATION CONTACTS

Freedom-of-Information officer and designated agency information representative:
William F. Huff, Senior Administrative Assistant 474-4992

DEPARTMENT OF CIVIL SERVICE   Building 1   State Campus   Albany, New York

LIBRARY FACILITIES

Central Library: Planning Section
Collection Supervisor: Dayle Reilly, Library Assistant (part time)
Phone: 457-6494

Resources:	5,000 volumes exclusive of periodicals
	300 periodical titles currently received

Collection is organized by a numerical classification system by subject.

Collection includes reference materials, maps, government publications and college catalogs.

Services:

Materials are available for use within the library by staff from other agencies.

Hours: 8:00 AM - 5:00 PM

OFFICE COLLECTIONS

All office collection resources are under bibliographic control of the Central Library.

COMPUTER DATA INVENTORY

Agency computer data bases exist. Data is not permanently retained. Inventory of computer data is maintained by the Bureau of Systems and Planning, EDP section.

RESEARCH-IN-PROGRESS INVENTORY

No single agency office maintains inventory of research in progress.

DIRECTORY OF OTHER INFORMATION CONTACTS

Freedom-of-Information Officer:
Anthony Costanzo, Director of Public Relations 457-6221

DEPARTMENT OF COMMERCE 99 Washington Avenue Albany, New York

LIBRARY FACILITIES

Central Library: Division of Economic Research and Statistics, Room 917
Director: Mrs. Jean R. Acker, Senior Librarian
Phone: 474-5664

Resources:		
	3,800	volumes
	275	general periodical subscriptions
	300	government periodical subscriptions
	10	newspapers
	168	standard file drawers of pamphlets
	170	shelves of boxed pamphlets

Collection is organized through cataloging and indexing. Books are classified by Dewey Decimal System and government documents are organized by issuing agency.

Collection includes reference materials, government publications, technical publications, laws/regulations, and microforms; collection includes 75-100% of agency's own publications, indexed by subject; major indexes and externally generated computer data also form part of the collection.

Services:

Reference service is extended to staff from other agencies.

Materials are available for use within library by staff from other agencies.

Hours: 8:30 AM - 5:00 PM

OFFICE COLLECTIONS

Legal Section
Supervisor: J. B. MacDonald, 474-4102
Resources: McKinney, N.Y.S.; US Code Annotated, etc.

Division of Industrial Sciences and Technology
Supervisor: Dennis Burgoon, 474-2089
Resources: Microfiche - Atomic Energy Commission
- Other reports relative to nuclear energy

COMPUTER DATA INVENTORY

Division of Economic Research and Statistics
Mr. Peter Ansell 474-8854

RESEARCH-IN-PROGRESS INVENTORY

Division of Economic Research and Statistics
Mr. William Zimmerman 474-6100

DEPARTMENT OF COMMERCE (continued)

DIRECTORY OF OTHER INFORMATION CONTACTS

Freedom-of-Information Officer
Mrs. Elizabeth M. Klein, Administrative Officer, 474-4110

INFORMATION RESOURCES SIGNIFICANT TO OTHER AGENCIES

U.S. Agencies - particularly Commerce and Labor (Materials back to 1950 generally)
Current issues of Journal of Commerce
N.Y. State Industrial Directories - 1940-1975
State files for all 50 states including Commerce Department material, travel literature, etc.
Census Material - 1930-1972 earlier years not always complete. For census information call Linda G. Dupont, Associate Economist 474-7720.

DEPARTMENT OF CORRECTIONAL SERVICES Building 2 State Campus Albany, New York

LIBRARY FACILITIES

Central Library: None

OFFICE COLLECTIONS

Not identified

COMPUTER DATA INVENTORY

No agency computer data bases exist.

RESEARCH-IN-PROGRESS INVENTORY

No central inventory of research in progress is maintained.

DIRECTORY OF OTHER AGENCY INFORMATION CONTACTS

Freedom-of-Information Officer:
William J. Donnino, Deputy Commissioner and Counsel 457-3167

DIVISION OF CRIMINAL JUSTICE SERVICES Executive Park Tower Stuyvesant Plaza Albany, New York

LIBRARY FACILITIES

Central Library: Public Information Office
Collection Supervisor: Robert Keating, Associate Public Information Specialist
Phone: 457-6114
Resources: 300 volumes exclusive of periodicals
30 periodical titles currently received
5 newspapers
500 pamphlets

Collection is organized through subject indexing and title records. Classification is alpha-numeric.

Collection includes reference materials, government publications, laws/regulations, technical publications and audio-visual materials; includes also agency's own publications (0 - 25%), indexed by subject and by title record, and publications of predecessor agencies: New York State Identification and Intelligence System, and Office of Crime Control Planning. Major indexes, unique resources, and unpublished research study reports also form part of the collection.

Services:

Reference service is extended to staff from other agencies.

Materials are available for use within library by staff from other agencies.

Hours: 9:00 AM - 4:00 PM

OFFICE COLLECTIONS

Public Information Office, see under Central Library.

COMPUTER DATA INVENTORY

Central agency inventory of computer data is maintained by the Office of the Deputy Commissioner.

Data having reference and historical value is permanently retained.

RESEARCH-IN-PROGRESS INVENTORY

No single office was identified

DIRECTORY OF OTHER INFORMATION CONTACTS

Freedom-of-Information Officer:

Robert E. Keating, Associate Public Information Specialist 457-6114

DRUG ABUSE CONTROL COMMISSION Executive Park South, Stuyvesant Plaza, Albany, N.Y

LIBRARY FACILITIES

Central Library: None at present.
Development of field library services for rehabilitant residents is presently being undertaken by the Commission.
Contact: Dr. Ruth Aronson, Associate Librarian 457-2486

OFFICE COLLECTIONS

Albany Office: Office of Counsel (Law Collection)
Contact: David Diamond, Esquire 457-3058

New York City office, at World Trade Center, 67th floor
Contact: Ms. Nancy Levine 212-488-4288

COMPUTER DATA INVENTORY

Computer data bases exist, and reference and historically valued data is permanently retained. A central inventory of computer data is maintained by the Bureau of Management Information Services. The Commission has terminal access to DRACON (Drug Abuse Control Network). The data bank consists of drug abuse program information sponsored by the National Institute of Drug Abuse in Washington, D.C.

RESEARCH-IN-PROGRESS INVENTORY

Central inventory of research in progress is maintained by the Research Department.

DIRECTORY OF OTHER INFORMATION CONTACTS

Freedom-of-Information Officer:
Paul Smith, Director, Public Relations 457-2063

INFORMATION RESOURCES SIGNIFICANT TO OTHER STATE AGENCIES

Annotated Bibliography of Research Reports and Program Studies

EDUCATION DEPARTMENT State Education Building Albany, New York

LIBRARY FACILITIES

The New York State Library is located in the Education Department. Please refer to the New York State Library Section for a description of the library facilities.

OFFICE COLLECTIONS

Office	Person Responsible	Telephone
Office of Counsel	James Whitney	474-8806
Office of General Education and Curriculum Service	Gregory Benson	474-3639
State Museum and Science Service	Donald Roberts	474-5949

COMPUTER DATA INVENTORY

Current computer data is maintained by the Division of Electronic Data Processing.

RESEARCH IN PROGRESS

No single agency office maintains inventory of research in progress.

DIRECTORY OF OTHER INFORMATION CONTACTS

Freedom-of-Information Officer:
James Blendell, Chief, Bureau Business Management Services 474-4923

INFORMATION RESOURCES OF SIGNIFICANCE TO OTHER STATE AGENCIES:

Checklist of Official Publications of the State of New York

Contact: Henry Ilnicki, Senior Librarian 474-5953

DEPARTMENT OF ENVIRONMENTAL CONSERVATION   50 Wolf Road   Albany, New York

LIBRARY FACILITIES

Central Library: None

OFFICE COLLECTIONS

Office	Person Responsible	Telephone
Air Resources	Herbert Sodher	457-7225
Community Assistance	Paul Ammerman	457-6668
Land Acquisitions	Norman VanValkenburgh	457-7670
Legal Affairs	Jane Olejnik	457-3550
Office Program Development, Planning and Research	Frederick Howell	457-6616
Research and Development	Italo Carcich/Patrick Hanley	457-7526/457-7471
Pure Waters	Thomas Coffey	457-2410
Self-Learning Center	John Lee	457-6303
Solid Wastes Management	William Katz	457-6603
Delmar Wildlife Research Lab.	Keith Mickel	457-4955

COMPUTER DATA INVENTORY

Agency computer data bases exist; reference and historically valued data are permanently retained and updated.

Contact: Research Office, Pat Boulton 457-7526
Air Resources Division, Gordon Howe 457-7775

RESEARCH-IN-PROGRESS INVENTORY

Central inventory of research in progress is maintained by Dr. Sidney Schwartz, Director of Research, Office of Program Development, Planning and Research 457-1254

DIRECTORY OF OTHER INFORMATION CONTACTS

Freedom-of-Information Officer:

Fred W. Oettinger, (Acting) Director of Operations and Support Services 457-1148

OFFICE OF GENERAL SERVICES Tower Building Empire State Plaza Albany, New York

LIBRARY FACILITIES

Central Library: Personnel Office, Training Section
Collection Supervisor: Carol Anne Ordway, Training Technician
Phone: 474-5615

Resources:

The emphasis of the Collection, which is uncataloged and arranged by subject classifications, is training material relevant to the needs of OGS staff. Subjects range from basic skills such as communications, business, math and English to specialized skills which includes building construction, heating, ventilating, air conditioning, engineering and architecture.

Services: Materials are available for use within library by staff from other agencies.

Hours: 8:30 AM - 4:30 PM

OFFICE COLLECTIONS

Design and Construction Group
Contact: Harry Stevens, Jr. 474-0335

Standards and Purchase Group
Contact: George Brewer 474-6710

Facilities Planning and Operation Group
Contact: Aldon Pugliese 474-5993

Centralized Services
Contact: Thomas W. O'Connor 474-5388

State Records Management
Contact: Frederick Genero 457-4572

COMPUTER DATA INVENTORY

Computer data bases exist, and reference and historically valued data is permanently retained. No central inventory of such data is maintained. For information, contact: Mr. Cameron Goode, Director, OGS Electronic Data Processing 474-3507

RESEARCH-IN-PROGRESS INVENTORY

No single agency office maintains a record of research in progress.

DIRECTORY OF OTHER INFORMATION CONTACTS

Freedom-of-Information Officer:
David R. Rings, Principal Agency Labor Relations Representative 474-2932

DEPARTMENT OF HEALTH   Empire State Plaza Tower   Albany, New York

LIBRARY FACILITIES

Research Library: Department Library
Division of Laboratoires and Research
New Scotland Avenue
Albany, New York 12201

Director: Miss Dagmar Michalova, Associate Librarian (Medicine)
Phone: 474-6172
Resources: 17,000 books
23,000 bound journals
960 journal titles currently received
50,000 pamphlets(approximate)

Subject coverage: Public health, including bacteriology, biochemistry, biophysics, chemistry, environmental health, genetics, health care, health economics, immunology, laboratory animals, molecular biology, mycology, pathology, veterinary medicine, virology

Collection: includes books, journals, reprints, reference materials, government publications, technical reports, archives; 75-100% of agency's own publications (cataloged or indexed)

Arrangement: classified by a unique system (except journals); organized through cataloging, indexing, or subject arrangement

Services: limited to agency personnel. Staff from other agencies may make appointment for reference assistance and to use materials within library.

Hours: 8:30 AM - 5:00 PM

Health Publications: Office of Health Communications and Education
Tower Building, Empire State Plaza
Albany, N.Y. 12237   tel. 474-2029

Director: Mr. Marvin G. Nailor, Director of Communications

Health Publications Editor: Mr. Richard Chady

Resources: health publications and variety of exhibit material on health topics

Services: free publications on request; lends exhibit materials to individuals, groups and meetings

Publications: catalogs of literature and exhibits available on request

Film Library: Film Library
84 Holland Avenue
Albany, N.Y. 12237 tel. 474-3025

Supervisor: Mr. Joseph Avonovich

Resources: about 1,000 films on health topics

Services: lends films to lay and health professional audiences on request

Publications: catalogs of lay or professional films; available on request

OFFICE COLLECTIONS

Book collections in offices are not identified. Journal subscriptions for the entire agency are reviewed and recorded by the Department Library. Receipts of either are not centralized.

COMPUTER DATA INVENTORY

Not identified

RESEARCH-IN-PROGRESS INVENTORY

Not maintained by any central office. Department Library serves as voluntary deposit for all staff publications.

DIRECTORY OF OTHER INFORMATION CONTACTS

Freedom-of-Information Officer:
Mr. Stephen P. Krill, Director, Administrative Analysis
(Office of Management Analysis) 474-8734

INSURANCE DEPARTMENT 324 State Street Albany, New York

LIBRARY FACILITIES

Central Library: Office of General Counsel
Collection Supervisor: Marcus B. Sacks, Senior Attorney
Phone: 474-1736

Resources:	3,350	volumes
	2	newspapers
	400	pamphlets

Collection is largely reference and official legal materials, requiring no cataloging, indexing, or classification. Title records are made for National Insurance Law Service, comprising 120 volumes. Collection also includes agency's own publications (0 - 25%) arranged by year of issue.

Services:

Reference service and materials are available for use within the library by staff from other agencies.

Hours: 20 hours per week

OFFICE COLLECTIONS

Bureau of Research and Statistics has small collection.
Contact: Miss Dorothy Lazoroff 474-6615

COMPUTER DATA INVENTORY

Permanently retained computerized data relates to agents, brokers, and adjusters licensed, and complaints processed.

Current computer data is maintained by the Office of Planning.
Contact: Miss Margaret Karker 474-4231

RESEARCH-IN-PROGRESS INVENTORY

Central inventory of research in progress is maintained by the Bureau of Research and Statistics. Contact: Miss Dorothy Lazaroff 474-6615

DIRECTORY OF OTHER INFORMATION CONTACTS

Freedom-of-Information Officer:
Robert A. Ginnelly, Associate Attorney 474-6623

INFORMATION RESOURCES OF SIGNIFICANCE TO OTHER STATE AGENCIES:

Unpublished Reports on Examination; audited annual statements of all licensed insurance companies; inventories of agents and brokers licensed to do business in New York State; Annual Reports dating back to 1860.

Commercial reference service as follows: The Insurance Department Service, upkeep service for Insurance Codes and Related Laws, revisions of the General Insurance Guide, The United States Law Week, subscription services revisions for White, New York Corporations supplements to The Law of Liability Insurance.

DEPARTMENT OF LABOR Building 12 State Campus Albany, New York

LIBRARY FACILITIES

Central Library: Division of Research and Statistics
Collection Supervisor: Mrs. Ramona Weissbard, Senior Librarian
Phone: 457-1292

Resources:
900 volumes exclusive of periodicals
125 periodical titles currently received
1 newspaper
10,000 pamphlets

Collection is organized through author and title records, and is not classified.

Collection includes reference materials, maps, microforms, government publications; collection includes 51-75% of agency's own publications indexed by author and title; unpublished research study reports, rare resources, and externally generated computer data also form part of the collection.

Services:

Limited reference service is extended to staff from other agencies.
Collection materials are available for use by staff from other agencies.
Collection materials are available for loan outside the agency (on a limited basis).

Hours: 8:20 AM - 4:30 PM

OFFICE COLLECTIONS

Not Identified

COMPUTER DATA INVENTORY

No single office maintains a central iventory.
Current computer data is maintained by the following offices:
- Division of Research Statistics 457-6369
- Finance Bureau 457-2647
- Unemployment Insurance Division 457-6748
- Manpower Services Division 457-5461

RESEARCH-IN-PROGRESS INVENTORY

Not Available

DIRECTORY OF OTHER INFORMATION CONTACTS

Freedom-of-Information Officer:
Fred Hmiel, Directory of Labor Administrative Analysis 457-3930

DEPARTMENT OF LAW Justice Building, Concourse, Empire State Plaza Albany, New York

LIBRARY FACILITIES

Central Library: Department of Law Library
Director: Edith Sweet, Associate Librarian
Phone: 474-3840
Resources: 32,749 volumes exclusive of periodicals
33 periodical titles currently received (additional titles are recorded but not housed in library)
2 newspapers (N.Y. Law Journal kept 4 years plus current year; N.Y. Times kept 6 months)
818 pamphlets in vertical files

Collection is to be cataloged with Library of Congress cards; present organization is through author or title records for serials, author-title-subject lists for monographs, author file for reports of departments and committees, and a card file by name of case for cases and points. Materials are not classified.

Collection includes reference materials, road maps, old maps, government publications, laws/regulations, technical publications, and computer based data. An estimated 76 - 100% of the agency's own publications are included, with records for most either by title or by name of case. Collection also includes unpublished research study reports, rare resources, reference services and major indexes in the field of law.

Services:

Reference service is extended to staff from other agencies. Materials are available for use within library by staff from other agencies. Lending materials outside of agency requires special permission.

Hours: 8:30 AM - 4:45 PM

OFFICE COLLECTIONS

Office for Legal Records
Supervisor: Nicholas Sullivan 474-5240
Resources: Maintains card index to Attorney General's Opinions (not available elsewhere); maintains and distributes unbound opinions of the Attorney General; maintains briefs and records of Department's cases before they are bound; answers information requests directed to Department of Law.

COMPUTER DATA INVENTORY

Agency does not generate computer data.

DEPARTMENT OF LAW (continued)

RESEARCH-IN-PROGRESS INVENTORY

No single office maintains central inventory of research in progess.

DIRECTORY OF OTHER INFORMATION CONTACTS

Freedom-of-Information Officer:

Albert R. Singer, Administrative Director 474-7370

LAW REVISION COMMISSION 488 Broadway Albany, New York

LIBRARY FACILITIES

Central Library: Room 509
Collection Supervisor: Myron E. Leach, Staff Attorney (part time only)
Phone: 474-1181
Resources: 5,000 volumes exclusive of periodicals
25 periodical titles currently received
100 pamphlets

Collection is a Law Library, unclassified, and organized in sections, i.e., New York Reports, Appelate Division Reports, Miscellaneous Reports, McKinney's Consolidated Laws of New York, etc.

In addition to laws and regulations, collection included unpublished research study reports and government publications, with an estimated 0 - 25% of agency's own publications represented. Each unpublished research study recorded in a card file, with the "study" itself in a cumulative (since 1934) file.

Services:

Collection exists to support the legal research mission of the Commission, and serves only the agency's own staff.

OFFICE COLLECTIONS

See Central Library above.

COMPUTER DATA INVENTORY

No agency computerized data bases exist.

RESEARCH-IN-PROGRESS INVENTORY

Central inventory of research in progress is maintained.
Contact: Myron E. Leach, Staff Attorney

DIRECTORY OF OTHER INFORMATION CONTACTS

Freedom-of-Information Officer:
Myron E. Leach, Staff Attorney 474-1181

LEGISLATIVE COMMISSION ON EXPENDITURE REVIEW   111 Washington Avenue   Albany, N.Y.

LIBRARY FACILITIES

Central Library: Main Office

Collection Supervisors: Mrs. Joanne Allen 474-1498
Mrs. Evelyn McLauchlin 474-1475

RESOURCES:

Technical material and information sources relating to five general topics:

1. Published audits by LCER
2. Selected reports from NYS and NYC agencies, particularly Audit and Control reports and documents from agencies audited by LCER.
3. Technical materials relating to program evaluation and auditing.
4. Select reports from out-of-state sources, particularly program evaluations from other state legislative audit bodies.
5. Legal Collection from NYS laws and regulations.

SERVICES:

Information needs handled by specific request only. Please Contact the Commission during daily working hours.

HOURS:

9:00 AM - 5:00 PM

OFFICE COLLECTIONS

Contact: Mr. Neil Blanton, Coordinator of Administration 474-1495

Collections represent specific materials cited in and related to various audits conducted by LCER.

COMPUTER DATA INVENTORY

LCER uses various computer systems (from OGS) and creates specific data files for research work. At the conclusion of the research effort, the data source (cards or tapes) is stored for future reference. These sources would be cited in the appropriate published audit.

RESEARCH-IN-PROGRESS INVENTORY

Central inventory of research in progress is maintained.

LEGISLATIVE COMMISSION ON EXPENDITURE REVIEW (continued)

Contact: Mr. Richard Spaulding, Coordinatory of Research 474-1479

DIRECTORY OF OTHER INFORMATION CONTACTS

Freedom-of-Information Officer: Mr. Neil Blanton, Coordinator of Administration 474-1495

DEPARTMENT OF MENTAL HYGIENE 44 Holland Ave., Albany, N.Y.

LIBRARY FACILITIES

Central Library: Office of Communications
Director: Melvin G. Reed, Senior Librarian
Phone: 474-7167

Resources:	4,000	volumes exclusive of periodicals
	125	periodical titles currently received
	10	newspapers
	2,500	pamphlets

Collection is organized through cataloging and indexing, and books are classified by the Library of Congress system.

Collection includes reference materials, maps, microfilm, government publications, laws/regulations, technical publications and audio-visual materials; an estimated 55% of the agency's own publications and those of predecessor agencies are included, with author/title records. Unpublished research study reports, unique and rare resources, externally generated computer data, reference services and major indexes also form part of the collection.

Services:

Reference service is extended to staff from other agencies. Materials are available for loan outside the agency and/or available for use within the library by staff from other agencies.

Hours:

8:30 AM - 4:20 PM

OFFICE COLLECTIONS

Not identified

COMPUTER DATA INVENTORY

Central agency inventory of computer data is maintained by the Office of Statistical and Clinical Information Systems, which with the Bureau of Planning of the Division of Mental Hygiene also is responsible for current computer data.

RESEARCH-IN-PROGRESS INVENTORY

Central agency inventory of research in progress is maintained by the Division of Research.

DIRECTORY OF OTHER INFORMATION CONTACTS

Freedom-of-Information Officer:
Dr. W. Ralph Michener, Associate Commissioner 474-6588

INFORMATION RESOURCES SIGNIFICANT TO OTHER AGENCIES

NYS Department of Mental Hygiene't toll-free information service, i.e., Mental Health, Mental Retardation and Alcoholism Referral Service for New York State; telephone 1-800-342-9878; available 8:30 AM - 4:30 PM Monday-Friday (note: this is not a consultation service)

NYS Committee for Children - information on child advocacy and related subjects. Irving Zeitz, Executive Director 474-1618.

DIVISION OF MILITARY AND NAVAL AFFAIRS

Public Security Building 22 State Campus
Albany, N.Y.

LIBRARY FACILITIES

Central Library: Information Office
Collection Supervisor: George Swyer
Phone: 457-6990

RESOURCES:

2500 Volumes exclusive of periodicals
15 Periodical titles currently received
4 Newspapers titles currently received

Collection of military history is organized by subject categories.

SERVICES:

Reference service is extended to staff from other agencies. Materials are available for use within library by staff from other agencies.

HOURS:

8:30 AM - 4:45 PM

OFFICE COLLECTIONS

Directorate of Military Personnel and Administration
Division of War Records
Supervisor: Mr. Gene Deaton 457-2039
Resources: History and records of wars, battles and individuals (from New York State) including Civil War, Spanish American War, World War I, and World War II. Casualty listings of New York State residents from Korean War and Viet Nam Conflict.

COMPUTER DATA INVENTORY

Agency has no computer data base.

RESEARCH-IN-PROGRESS INVENTORY

No single agency office maintains inventory of research in progress.

DIRECTORY OF OTHER INFORMATION OFFICERS

Freedom-of-Information Officer:
Lieutenant Colonel James Kenney 457-6890

DEPARTMENT OF MOTOR VEHICLES Swan Street Building, Empire State Plaza, Albany, New York

LIBRARY FACILITIES

Central Library: Division of Research and Development
Collection Supervisor: Mrs. Frances A. Miller, Assistant Librarian
Phone: 474-0684

Resources:

7,500	volumes exclusive of periodicals
84	serials titles currently received
75	periodicals
1	newspaper
14,073	pamphlets

Collection is organized through cataloging. Materials are not classified.

Collection includes reference materials, maps, microforms, government publications, laws/regulations, technical publications and audio-visual materials; an estimated 51-75% of the agency's own publications are included in the cataloged collection, as are publications issued by the agency during its earlier history in the Department of Taxation and Finance. Unpublished research study reports, unique resources, externally generated computer data, reference services and major indexes also form part of the collection.

Services:

Reference service is extended to staff from other agencies.
Materials are available for loan outside the agency and/or available for use within the library by staff from other agencies.

Hours: 8:15 AM - 4:30 PM

OFFICE COLLECTIONS (Albany Office)

Counsels Office
Downstate Operations Director's Office
District Office Collections

COMPUTER DATA INVENTORY

Department inventory and current computer data files are maintained by the Electronic Data Processing Office. These files include registrant, licensee, title, and related information.

RESEARCH-IN-PROGRESS INVENTORY

Central agency inventory of reserach in progress is maintained by the Division of Research and Development.

DIRECTORY OF OTHER INFORMATION CONTACTS

Freedom-of-Information Officer:
Charles Carroll, Director , Program Development 474-0855

INFORMATION RESOURCES SIGNIFICANT TO OTHER AGENCIES

Annual and monthly Bibliographies of Holdings

NEW YORK STATE TEACHERS RETIREMENT BOARD 143 Washington Avenue Albany, New York

LIBRARY FACILITIES

Central Library: None

OFFICE COLLECTIONS

Main switchboard number for all offices: 436-0821

- Legal
- Executive
- Public Information
- Administration
- Facility Services
- Management Services

COMPUTER DATA INVENTORY

Computer data bases exist, and reference and historically valued computer data is permanently retained. A central inventory of computer data is maintained by the Office of Management Services.

RESEARCH-IN-PROGRESS INVENTORY

Central inventory of research in progress is maintained by the Executive Office.

DIRECTORY OF OTHER INFORMATION CONTACTS

Freedom-of-Information Officer:
Dr. Nathan E. Kullman, Jr., Director of Public Information 436-0821

INFORMATION RESOURCES SIGNIFICANT TO OTHER AGENCIES

For published reports dealing with the New York State Teachers Retirement System contact A. Alazraki, 436-0821.

OFFICE OF PARKS AND RECREATION Agency Building I, State Empire Plaza Albany, New York

LIBRARY FACILITIES

Central Library: None

Office Library: Library
Division for Historic Preservation
Office of Parks and Recreation
14th Floor, Agency Building I, Empire State Plaza

Collection Supervisor: (part time) Kathleen LaFrank, Historic Site Assistant
Phone: 474-0468
Resources: 3,000 volumes exclusive of periodicals
50 periodical titles currently received

Main Office Collection only - does not include rare books collections at State historic sites which are as yet largely uncatalogued.

Collection is organized through cataloging and author records. Library of Congress classification is used for that part of the collection which is classified.

Collection includes reference materials and technical publications. All of the Division's own publications are included, along with those of an earlier agency, the New York State Historic Trust. Unpublished research study reports, unique and rare resources, and indexes directly related to historic preservation also form part of the collection.

Services:

Materials are available for use within the Library by All (especially the public) and on a limited basis may be loaned outside the agency.

Hours: 8:00 AM - 5:00 PM (Public is requested to call for appointment due to space limitations).

OFFICE COLLECTIONS

Administration office		
Law Library	Parks Counsel	474-0459
Bureau of Land Acquisition	R. M. Bean	474-0475
	R. J. Arnold	474-0475
Planning & Research Office	Ivan Vamos	474-0414
Division for Historic Preservation		
National Register and Statewide Survey Bureau	Ruth Ann Lawlor	474-0479
Conservation and Collection Care Bureau	Director	237-6720
Personnel Office		
Training Unit	Susan Balbirer	474-2223

OFFICE OF PARKS & RECREATION (continued)

COMPUTER DATA INVENTORY

Agency computer data bases exist; central inventory of computer data is maintained by the Planning and Resource Development Office, which with the Division for Historic Preservation is also responsible for current computer data.

RESEARCH-IN-PROGRESS INVENTORY

No single agency office maintains a central inventory of research in progress. For information contact: Ivan Vamas, 474-0414.

DIRECTORY OF OTHER INFORMATION CONTACTS

Freedom-of-Information Officer:
Linda Fisher, Director of Communications 474-0447

DIVISION OF PROBATION Alfred E. Smith State Office Building Albany, New York

LIBRARY FACILITIES

Central Library: Office of Deputy Director for Administration
Collection Supervisor: Bertha Phinney, Senior Stenographer
Phone: 474-1480
Resources:

Collection is presently under review for reorganization. Data on resources is not available at this time.

Services:

Pending completion of review, services cannot be extended.

Hours: Not identified

OFFICE COLLECTIONS

None

COMPUTER DATA INVENTORY

No agency computerized data bases exist.

RESEARCH-IN-PROGRESS INVENTORY

Central inventory of research in progress is maintained by Planning and Research Office.

DIRECTORY OF OTHER AGENCY INFORMATION CONTACTS

Freedom-of-Information Officer:
Donald Urell, Esquire, Counsel 474-4222

PUBLIC EMPLOYMENT RELATIONS BOARD   50 Wolf Road   Albany, New York

LIBRARY FACILITIES

Central Library: Administration Office
Collection Supervisor: Mrs. Betty Rivers, Principal Stenographer
Phone: 457-3411

Resources:	1,950	volumes exclusive of periodicals
	27	periodical titles currently received
	6	newspapers currently received
	2,000	pamphlets

Collection is organized through author records and is not classified.

Collection includes major indexes, government publications, laws/regulations, and technical publications; collection includes 0-25% of agency's own publications.

Services:

Reference service is extended to staff from other agencies. Materials are available for use within the agency by staff from other agencies.

Hours: 8:30 AM - 5:00 PM

OFFICE COLLECTIONS

Not identified

COMPUTER DATA INVENTORY

Agency has no computer data bases.

RESEARCH-IN-PROGRESS INVENTORY

Central agency inventory of research in program is maintained by the Research Office.

DIRECTORY OF OTHER INFORMATION CONTACTS

Freedom-of-Information Officer:

Mrs. Muriel Gibbons, Public Relations Director, 457-2676

INFORMATION RESOURCES SIGNIFICANT TO OTHER AGENCIES

DECISIONS AND ORDERS OF THE NLRB (not complete)
DIGEST OF DECISIONS OF THE NLRB (not complete
CPLR FORMS AND GUIDANCE FOR LAWYERS
PERB Official Decisions, Opinions, and Related Matters Volumes 1-8

PUBLIC SERVICE COMMISSION 44 Holland Avenue Albany, New York

LIBRARY FACILITIES

Central Library: Administrative Services Division
Collection Supervisor: Ms. Georgianna Paluba, Senior Clerk
Phone: 474-2110
Resources: 600 volumes exclusive of periodicals and law library materials
50 periodical titles (including weekly newsletters)
1 newspaper

Collection is organized through cataloging and author records. Materials are not classified.

Collection includes reference materials, government publications, laws/regulations, technical publications and audio-visual materials; includes also file copy of agency's own publications.

Services:

Collection materials are available for use within library by staff from other agencies. Information concerning unpublished research study reports should be directed to the Central Library.

Hours: 8:30 AM - 4:45 PM

OFFICE COLLECTIONS

Records on publications in office collections are maintained by the Central Library.

COMPUTER DATA INVENTORY

No single agency office maintains central inventory of computer data.

RESEARCH-IN-PROGRESS INVENTORY

No single agency office maintains central inventory of research in progress.

DIRECTORY OF OTHER INFORMATION CONTACTS

Freedom-of-Information Officer:
Margaret Douglas, Head File Clerk 474-2500

DEPARTMENT OF SOCIAL SERVICES 1450 Western Avenue Albany, New York

LIBRARY FACILITIES

Central Library: Library and Self-Learning Resource Center, Manpower Planning and Development
Collection Supervisor: Alta Beach, Assistant Librarian
Phone: 457-7085
Resources: 1,500 volumes exclusive of periodicals
170 periodical titles currently received
11 newspapers
3,000 pamphlets

Collection is cataloged, and is classified by a modified Dewey Decimal system.

Collection includes reference materials, maps, government publications, laws/regulations, technical publications and audio-visual materials. An estimated 0-25% of the agency's own publications are included. Major indexes, commercially published reference services, and rare resources (archival publications dating back to 1865) also form part of the collection.

Services:

Materials are available for use within the library by staff from other agencies.

Hours: 8:00 AM - 5:00 PM

OFFICE COLLECTIONS

None, except that each major program division and each staff office has a select set of materials.

COMPUTER DATA INVENTORY

No agency computer data bases exist.

RESEARCH-IN-PROGRESS INVENTORY

Central inventory of research is maintained by the Division of Research.

DIRECTORY OF OTHER INFORMATION CONTACTS

Freedom-of-Information Officer:
George Yamin 457-7558

DEPARTMENT OF STATE 162 Washington Avenue Albany, New York

LIBRARY FACILITIES

Collection Supervisor: Ms. Kathryn Jackson, Librarian
Phone: 474-6740
Resources:

The library is currently in the process of development. The materials relate to federal programs, local government assistance, Office of Economic Opportunity, state planning, land use, coastal zone management, etc.

OFFICE COLLECTIONS

Legal Office
Contact: Louis Tomson, Associate Attorney 474-6740
Resources: Standard legal office materials

COMPUTER DATA INVENTORY

No agency computer data bases exist.

RESEARCH-IN-PROGRESS INVENTORY

No single agency office maintains a central inventory of research in progress.

DIRECTORY OF OTHER INFORMATION CONTACTS

Freedom-of-Information Officer:
Gilbert Harwood, Staff Attorney 474-4753

INFORMATION RESOURCES SIGNIFICANT TO OTHER AGENCIES

The department maintains a Department of State Publications list.

DIVISION OF STATE POLICE Building 24 State Campus, Albany, New York

LIBRARY FACILITIES

Central Library: New York State Police Academy
Collection Supervisor: Miss Susan Favreau, Typist
Phone: 457-7254

Resources:		
	1,200	volumes exclusive of periodicals
	45	periodical titles currently received
	1	newspaper
	1,000	pamphlets

Collection is organized through cataloging and indexing, and is classified by the Dewey Decimal System.

Collection includes reference materials, government publications, laws/regulations, technical publications and audio-visual materials. An estimated 0 - 25% of the agency's own publications are included, recorded by title. Collection also includes unpublished research study reports, unique and rare resources, and major indexes.

Services:

Reference service is extended to staff from other agencies.

Materials are available for use within library by staff from other agencies.

Hours: 8:30 AM - 11:00 PM

OFFICE COLLECTIONS

None

COMPUTER-DATA INVENTORY

Permanently retained and current computerized data is maintained by the EDP unit, Division Headquarters.

RESEARCH-IN-PROGRESS INVENTORY

A central inventory of agency research in progress is maintained by the Research and Development unit, Inspection Section, Division Headquarters.

DIRECTORY OF OTHER INFORMATION CONTACTS

Freedom-of-Information Officer:
Colonel Sweeny 457-6622

STATE UNIVERSITY OF NEW YORK 99 Washington Avenue Albany, New York

LIBRARY FACILITIES

Central Library: Central Administration 12th floor, room 1267
Collection Supervisor: Joan Tauber, Librarian
Phone: 474-3456

Resources:

The Central Staff Reference Library is a comprehensive collection of literature and research on every aspect of higher and professional education. It consists of over 12,000 bound volumes, over 1,000 microforms, and several hundred journals, newsletters and bulletins.

The reference collection consists of: the latest catalogs of each of the institutions; statistical reports of the National Center for Educational Statistics; reports and publications of the New York State Education Department; as well as the various guides, directories, atlases, and almanacs.

Included in the Reference collection is a special "SUNY Reference" collection that contains all of the SUNY Master Plans; Minutes of the Board of Trustees; Summary Bulletins; and all other literature relevant to the State University's establishment and development.

Services:

Materials are available for use within library by staff from other agencies.

Hours: 8:45 AM - 4:45 PM

OFFICE COLLECTIONS

Institutional Research
Contact: Sherwin Iverson 474-4893

COMPUTER DATA INVENTORY

The Computer Center serves as an operational service but it does not act as a clearinghouse for information.

RESEARCH-IN-PROGRESS INVENTORY

Office of Institutional Research is the best source for central inventory of research in progress.
Contact: Tommy Annas 474-3456

DIRECTORY OF OTHER INFORMATION CONTACTS

Freedom-of-Information Officer:
Clifton Thorne, Vice Chancellor for University Affairs 474-6087

DEPARTMENT OF TAXATION AND FINANCE Building 9 State Campus Albany, New York

LIBRARY FACILITIES

Central Library: Office of Tax Research Room 300
Collection Supervisor: Jacqueline Goot, Senior File Clerk
Phone: 457-3512

Resources:

Documents and publications related to New York State taxes and those of other states

Services:

Collection materials are available for use within the library by staff from other agencies.

Hours: 8:10 AM - 4:20 PM

OFFICE COLLECTIONS

Counsels Office
Contact: Phillip Trimble 457-2236

COMPUTER DATA INVENTORY

Computer data bases exist. Only data which is published is permanently retained. For current computer data not confidential in nature, contact the Director of the EDP Bureau, Robert L. Bullock, 457-3137.

RESEARCH-IN-PROGRESS INVENTORY

No single agency office maintains an inventory of research in progress.

DIRECTORY OF OTHER INFORMATION CONTACTS

Freedom-of-Information Officer:
Walter J. Baker, Director, Public Relations 457-4242

TEMPORARY STATE COMMISSION TO REVISE THE SOCIAL SERVICES LAW

Legislative Office Building, Room 944, Albany, New York

LIBRARY FACILITIES

None

OFFICE COLLECTIONS

Collection Supervisor: Mr. Brian Wing, Senior Research Analyst 472-8300

Resources: A small collection, consisting largely of state and federal publications, and unpublished research study reports.

COMPUTER DATA INVENTORY

No agency computer data bases exist.

RESEARCH-IN-PROGRESS INVENTORY

Central inventory of research in progress is maintained.
Contact: Mr. Brian Wing, Senior Research Analyst 472-8300

DIRECTORY OF OTHER INFORMATION CONTACTS

Freedom-of-Information Officer:
Brian Wing, Senior Research Analyst 472-8300

DEPARTMENT OF TRANSPORTATION Building 5 State Campus Albany, New York

LIBRARY FACILITIES

Central Library: Business Administration Bureau Room 109A
Collection Supervisor: Ms. Mary A. Latch, Senior Clerk
Phone: 457-4401
Resources: 20,000 volumes exclusive of periodicals
500 periodical titles

Collection is organized through cataloging and indexing, and is classified by a unique agency system.

Collection includes reference materials, government publications, laws/regulations, technical publications, and unpublished research study reports; includes also agency's own publications (0 - 25%), cataloged or indexed.

Services:

Reference service is extended to staff from other agencies.

Materials are available for loan as well as for use within the library by staff from other agencies.

Hours: 8:00 AM - 4:10 PM

OFFICE COLLECTIONS

Office	Person Responsible	Telephone
Engineering Research and Development Bureau OR Technical Services Subdivision	Donald Emerick	457-2400
Training Bureau	William LaFleur	457-2943
Electronic Data Processing Bureau	Kenneth Bishop	457-2800
Management Improvement Bureau	Meldon Kelsey	457-2520
Internal Audit Bureau	Andrew Delehanty	457-3069
Structure Design & Construction Subdivision	Robert Kamp	457-6825
Development Division	Marion Kirby	457-6410
Legal Services Bureau	Audrey Sternberg	457-2411
Regulatory Services Bureau	Frederick Goldfeder	457-6375
Real Estate Division	Harold Seymour	457-2430

COMPUTER DATA INVENTORY

No single agency office maintains central inventory of computer data. Offices responsible for data are:

- Finance Division
- Administration Division
- Traffic Division
- Design & Construction Division
- Office of Planning & Development
- Personnel Bureau
- Equipment Management Subdivision
- Highway Maintenance Subdivision

DEPARTMENT OF TRANSPORTATION (continued)

RESEARCH-IN-PROGRESS INVENTORY

No single agency office maintains a central inventory of research in progress.

DIRECTORY OF OTHER INFORMATION CONTACTS

Freedom-of-Information Officer:
Thomas B. Tyree, Secretary to the Department 457-2345

DIVISION OF VETERANS' AFFAIRS Agency Building 4 Empire State Plaza
Albany, New York

LIBRARY FACILITIES

Central Library: None

OFFICE COLLECTIONS

Research and Publicity Office
Contact: John J. Parkinson, Director of Public Relations 474-3752

COMPUTER DATA INVENTORY

Agency has no computer data bases.

RESEARCH-IN-PROGRESS INVENTORY

Central inventory of research in progress is maintained by the Research and Publicity Office.

DIRECTORY OF OTHER INFORMATION CONTACTS

Freedom-of-Information Officer
Thomas J. Manning, Executive Deputy Director 474-3727

DIVISION FOR YOUTH 84 Holland Avenue Albany, New York

LIBRARY FACILITIES

Central Library: Office of Communications
Collection Supervisor: Ms. Patricia L. Fleming, Clerk (Part time)
Phone: 474-3007

Resources:		
	1,000	volumes exclusive of periodicals
	100	periodical titles currently reviewed
	10	newspapers
	1,000	pamphlets

Collection is organized through cataloging and indexing. Volumes are shelved by accession number and pamphlets by subject.

Collection includes reference materials and agency's own publications (0 - 25%), indexed by subject.

Services:

Reference services and materials are available for use within the library staff from other agencies.

Hours: 8:30 AM - 4:30 PM

OFFICE COLLECTIONS

None

COMPUTER DATA INVENTORY

Current computer data is maintained by the Research Unit.

RESEARCH-IN-PROGRESS INVENTORY

Central agency inventory of research in progress is maintained by the Research Unit.

DIRECTORY OF OTHER INFORMATION CONTACTS

Freedom-of-Information Officer:
Malcolm Goddard, General Counsel 474-2558

Name - Telephone Index

Name	Agency	Telephone Number
Acker, Jean R.	Commerce, Department of	474-5664
Allen, Joanne	Legislative Commission on Expenditure Review	474-1498
Angerani, Joseph	Science & Technology (NYSL)	474-5950
Aronson, Ruth	Drug Abuse Control Commission	474-2486
Baker, Walter J.	Taxation and Finance, Department of	457-4242
Beach, Alta	Social Services, Department of	457-7085
Blanton, Neil	Legislative Commission on Expenditure Review	474-1495
Blendell, James	Education Department	474-4923
Burns, James L.	Agriculture and Markets, Department of	457-2737
Carroll, Charles	Motor Vehicles, Department of	474-0855
Cheles, Mary Ellen	Budget, Division of	474-2328
Christoph, Peter R.	Manuscripts and History (NYSL)	474-4461
Costanzo, Anthony	Civil Service, Department of	457-6221
Davidoff, Marcia	Medical (NYSL)	474-7040
Diamond, David	Drug Abuse Control Commission	457-3058
Donnino, William J.	Correctional Services, Department of	457-3167
Douglas, Margaret	Public Service Commission	474-2500
Favreau, Susan	State Police, Division of	457-7254
Fisher, Linda	Parks and Recreation, Office of	474-0447
Fleming, Patricia L.	Youth, Division for	474-3007
Gibbons, Muriel	Public Employment Relations Board	457-2676
Ginnelly, Robert A.	Insurance Department	457-6623
Goddard, Malcolm	Youth, Division for	474-2558
Goot, Jacqueline	Taxation and Finance, Department of	457-3512
Henderson, Adamae P.	Library for the Blind and Visually Handicapped	474-5935
Hmiel, Fred	Labor, Department of	457-3930
Ho, Lily	Aging, Office of	457-7315
Holmes, Walter	Audit and Control, Department of	474-6046
Huff, William F.	Cable Television, Commission on	474-4992
Ilnicki, Henry	Gifts and Exchange (NYSL)	474-5953
Jackson, Kathryn	State, Department of	474-6740
Keating, Robert	Criminal Justice Services, Division of	457-6114
Kenney, James	Military and Naval Affairs, Division of	457-6890
Klein, Elizabeth M.	Commerce, Department of	474-4110
Kohn, Ernest	Banking Department (NYC)	212-488-2335
Krill, Stephen P.	Health, Department of	474-8734
Kullman, Nathan	New York State Teachers Retirement Board	436-0821

Name	Agency	Telephone Number
La Frank, Kathleen	Parks and Recreation, Office of	457-0468
Latch, Mary A.	Transportation, Department of	457-4401
Leach, Myron E.	Law Revision Commission	474-1181
Ledden, Mildred M.	General Reference (NYSL)	474-5958
Leonard, William	Legislative Research Service (NYSL)	474-5945
Levine, Nancy	Drug Abuse Control Commission (NYC)	212-488-4288
MacKay, Katherine	Budget, Division of	474-4301
Manning, Thomas J.	Veterans' Affairs, Division of	474-3727
McLauchlin, Evelyn	Legislative Commission on Expenditure Review	474-1475
Michalova, Dagmar	Health, Department of	474-6172
Michener, Ralph W.	Mental Hygiene, Department of	474-6588
Miller, Frances A.	Motor Vehicles, Department of	474-0684
Murphy, Annette	Cable Television, Commission on	474-2717
Oettinger, Fred W.	Environmental Conservation, Department of	457-1148
Ordway, Carol Anne	General Services, Office of	474-5615
Paluba, Georgianna	Public Service Commission	474-2110
Parkinson, John J.	Veterans' Affairs', Division of	474-3752
Paulson, Peter J.	New York State Library	474-7381
Phinney, Bertha	Probation, Division of	474-1480
Reed, Melvin G.	Mental Hygiene, Department of	474-7167
Reilly, Dayle	Civil Service, Department of	457-6494
Rings, David R.	General Services, Office of	474-2932
Rivers, Betty	Public Employment Relations Board	457-3411
Sacks, Marcus B.	Insurance Department	474-1736
Singer, Albert R.	Law, Department of	474-7370
Stewart, Robert P.	Readers Services (NYSL)	474-7451
Stirling, Nancy W.	Law Library and Legislative Reference (NYSL)	474-5957
Smith, Audrey J.	Educaton (NYSL)	474-5961
Smith, Paul	Drug Abuse Control Commission	457-2063
Sweeney, Robert E.	State Police, Division of	457-6622
Sweet, Edith	Law, Department of	474-3840
Swyer, George	Military and Naval Affairs, Division of	457-6990
Tauber, Joan	State University of New York	474-3456
Thorne, Clifton	State University of New York	474-6087
Tyree, Thomas B.	Transportation, Department of	457-2345
Urell, Donald	Probation, Division of	474-4222
Wendover, Richard R.	Aging, Office of the	457-2388
Weissbard, Ramona	Labor, Department of	457-1292
Wiers, Rita	Audit and Control, Department of	474-3419
Wing, Brian J.	Temporary Commission to Revise the Social Services Law	472-8300
Yamin, George	Social Services, Department of	457-7558